


CalSAWS

California Statewide Automated Welfare System

Design Document

GAGR Correspondence Service – Case Worker
Functionality Solution

 <small>California State-wide Automated Welfare System</small>	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

This SCR will implement the Case Worker page functionality for the new CalSAWS General Assistance General Relief (GAGR) solution.

1.1 Current Design

Currently, CalWIN manages the General Assistance program logic and generates the client correspondence using case worker online pages in the CalWIN application. The GAGR solution in the CalSAWS system does not include generating GAGR correspondence.

1.2 Requests

New case worker pages will be developed in the GAGR Correspondence Service. This solution will provide users a platform to review, process, and generate GAGR client correspondence for GAGR cases.

1.3 Overview of Recommendations

A new set of case worker pages will be added to the GAGR Correspondence Service Solution.

1. Search NOA
2. Generate a NOA Manually
3. Enter NOA Variables
4. Enter Freeform Text
5. Generate a Form/Other Correspondence Manually
6. Enter Correspondence Variables
7. View/Generate Client Correspondence Detail

1.4 Assumptions

1. The case worker pages in the GAGR Correspondence Service will support worker processing of GAGR Program (County Specific and Consortium) Correspondences.
2. CalSAWS does not have a correspondence type of Other Client Correspondence (OCC), therefore the OCC will be categorized as a Form in CalSAWS.
3. The GAGR Correspondence Service pages do not have separate Create, Edit and View modes.

2 RECOMMENDATIONS

2.1 Search NOA

2.1.1 Overview

The Search NOA page is used to display the reason code/NOA text available for the selected NOA. The NOA Header text, Reason Description and NOA Text display for the selected Reason Code.

2.1.2 Search NOA Page Mockup

Generate Manual NOA

Search NOA

* - Indicates required fields Close

Search Criteria

Action: * Termination **Program:** General Assistance/General Relief

Search

Search Results

Effective Begin Date	Action	NOA/Form Number	NOA/Form Name	Reason Code
10/15/2020	Termination	014 2	GA Discontinuance – Fleeing Felon, Parole/Probation Violation	XAN044

NOA Header:
Your General Assistance will be discontinued effective < 03/01/2013 > . Here's why:

Reason Description:
The individual is a probation or parole violator.

NOA Text:
There is evidence that you are violating a condition of probation or parole imposed under Federal law or the law of any state.

Select

Figure 2.1.2.1 – Search NOA Page

2.1.3 Description of Changes

1. Action – This field will be a dropdown with the following options. This field will be required. The default value will be blank. The user will receive a hard validation message if an Action is not selected prior to executing the search. If the user selects an Action inconsistent with the Notice of Action selected, they will receive a soft validation message stating that no data was found for the entered search criteria.
 - a. Approval
 - b. Change
 - c. Denial
 - d. Overpayment
 - e. Partial Approval
 - f. Suspension
 - g. Termination
 - h. ICT
 - i. No Change
 - j. Supplement
2. Program populates from the selection on the CalSAWS Document Parameters page.
3. NOA/Form Number populates from selection on CalSAWS Template Repository Search page.
4. NOA/Form Name populates from selection on CalSAWS Template Repository Search page.
5. Search – Button will refresh the search results based on the filter criteria provided.
6. Search Results will display the active reason codes associated to the current NOA Number/Name selection. For each active reason code, the row will display the following information:
 - a. Effective Begin Date – Displays the date the reason code was associated to the NOA.
 - b. Action – Displays the Action associated to the NOA.
 - c. NOA/Form Number – Displays the NOA number.
 - d. NOA/Form Name – Displays the NOA name.
 - e. Reason Code – Displays the reason code.
7. NOA Header displays the NOA Header text associated to the NOA for the Reason Code last selected in the Search Results.
8. Reason Description displays the Reason Code Description associated to the Reason Code last selected in the Search Results.
9. NOA Text displays the NOA Body text associated to the NOA for the Reason Code last selected in the Search Results.

10. Select – Button will direct user to the Generate a NOA Manually page which populates with the selected rows. Multiple rows can be selected. However, all the selected rows have to have the same correspondence master; a hard validation message “Invalid Selection. The selected records cannot go in a single correspondence.” will display if the user tries to select a row with a different master from a row already selected. A maximum of 10 reason codes can be selected. If the user attempts to select more a hard validation message “Invalid Selection.

A manually triggered NOA can have up to a maximum of 10 Reason Codes.” will display. The NOA Header, Reason Description, and NOA Text boxes at the bottom of the page are populated with the texts from the last selected row.

11. Close – Button will exit the GAGR Correspondence Service Solution.

2.1.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.1.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.1.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.1.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).

2.2 Generate a NOA Manually

2.2.1 Overview

The Generate a NOA Manually page is used to create a NOA manually. From this page, the user can select a current or future budget month and year, enter manual variable information, as well as freeform text. The user may also select and enter manual variable information for any associated tandem correspondence and preview the NOA for any associated tandem correspondence before printing.

2.2.2 Generate a NOA Manually Page Mockup

Generate Manual NOA

Generate a NOA Manually

NOA Details

Case Number: C001551 **Program:** General Assistance
Individual Name: Doe, John|36|M **Benefit Month/Year:** 01/2020

Effective Begin Date	Action	Reason Code	NOA/Form Number	NOA/Form Name
01/01/1990	Termination	XAN044	014 2	GA Discontinuance - Fleeing Felon, Parole/Probation Violation

NOA Header:
Your General Assistance will be discontinued effective < 03/01/2013 > . Here's why:

NOA Text:
There is evidence that you are violating a condition of probation or parole imposed under Federal law or the law of any state.

Buttons: NOA Variables, Tandem Correspondence Variables, Freeform Text, Generate Document, Preview, Cancel

Figure 2.2.2.1 – Generate a NOA Manually Page

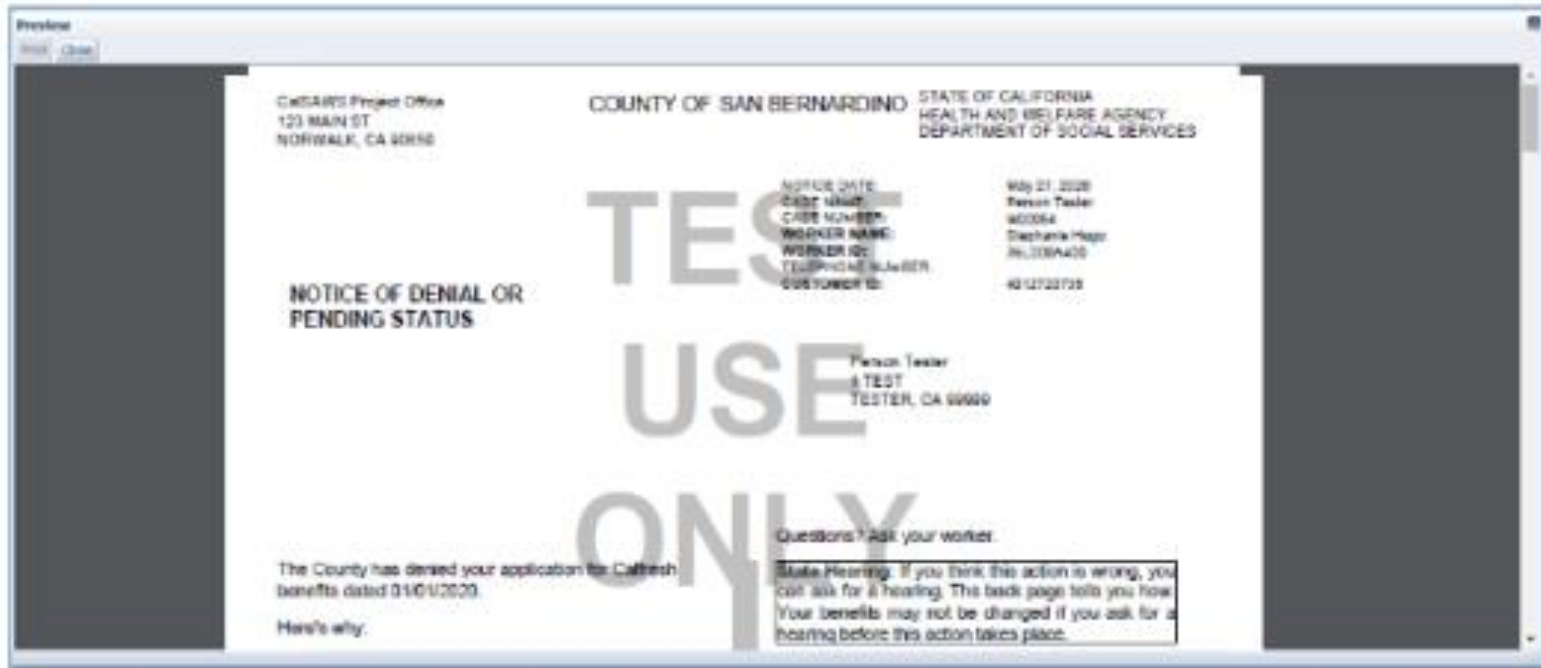


Figure 2.2.2.2 – Generate a NOA Manually Preview Page

2.2.3 Description of Changes

1. Case Number field populates with the case number entered on the CalSAWS Document Parameters page.
2. Program populates from the selection on the CalSAWS Document Parameters page.
3. Individual Name populates the participant name selected on the CalSAWS Document Parameters page. The name will display in the <Last, First | Age | Gender> format.
4. Benefit Month/Year – This dropdown will display available month/year in <MM/YYYY> format. The NOA budget variables will populate based on the date selected. The default value will be blank. If the field is left blank, then the variable fields are populated, assuming the current month's information.
5. NOA Reason Code List will populate based on the reason codes selections from the Search NOA page. It will display the following information:
 - a. Effective Begin Date – Displays the date the reason code was associated to the NOA.
 - b. Action – Displays the Action associated to the NOA.
 - c. Reason Code – Displays the reason code.
 - d. NOA/Form Number – Displays the NOA number.
 - e. NOA/Form Name – Displays the NOA name.
6. NOA Header displays NOA Header text associated with the reason code for the selected row.
7. NOA Text displays NOA body text associated with the reason code for the selected row.
8. NOA Variables – Button will direct the user to the Enter NOA Variables page.
9. Tandem Correspondence Variables – Button will direct the user to the Enter Correspondence Variables page.
10. Freeform Text – Button will direct the user to the Enter Freeform text page.
11. Generate Document – Button closes the page and returns a PDF to CalSAWS. The actual print processing occurs as part of CalSAWS functionality.
12. Preview – Button will direct the user to the Preview page. See Figure 2.2.2.2 above.
13. Cancel – Button closes the page and does NOT return a PDF to CalSAWS. Variable data manually entered is not retained. A soft validation message will display for the user to confirm the cancel action.

2.2.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.2.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.2.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.2.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).

2.3 Enter NOA Variables

2.3.1 Overview

The Enter NOA Variables page allows the user to view system populated NOA variables and manually enter variable data when needed prior to printing a NOA. The page includes collapsible sections for each NOA component. Variable data on the Header Variables, Body Text Variables, Footer Variables, Budget Line Variables, and Budget Label Variables sections must be present in order to print the NOA.

2.3.2 Enter NOA Variables Page Mockup

Generate Manual NOA

Enter NOA Variables

[Cancel](#) [Close](#)

Document Header Variables

<input checked="" type="radio"/> Date_Correspondence_Mailed_Date:	07/01/2020
<input type="radio"/> Case_Name:	Lyric Arambula
<input type="radio"/> Case_Number_7_Char_Standard_Case_ID:	<input type="text" value="F422592"/>
<input type="radio"/> Worker_Name:	<input type="text" value="Finley Yanez"/>
<input type="radio"/> Caseload_Number:	<input type="text" value="RACM"/>
<input type="radio"/> County_Name_sending_or_current:	CONTRA COSTA
<input type="radio"/> Case_Number_7_Char_Standard_Case_ID:	F422592

Variable Description
Description of Date_Correspondence_Mailed_Date

▶ **Header Variables**

▶ **Body Text Variables**

▶ **Footer Variables**

▶ **Budget Line Variables**

▶ **Budget Label Variables**

▶ **Continuation Sheet Variables**

Figure 2.3.2.1 – Enter NOA Variables Page (Document Header Variables section)

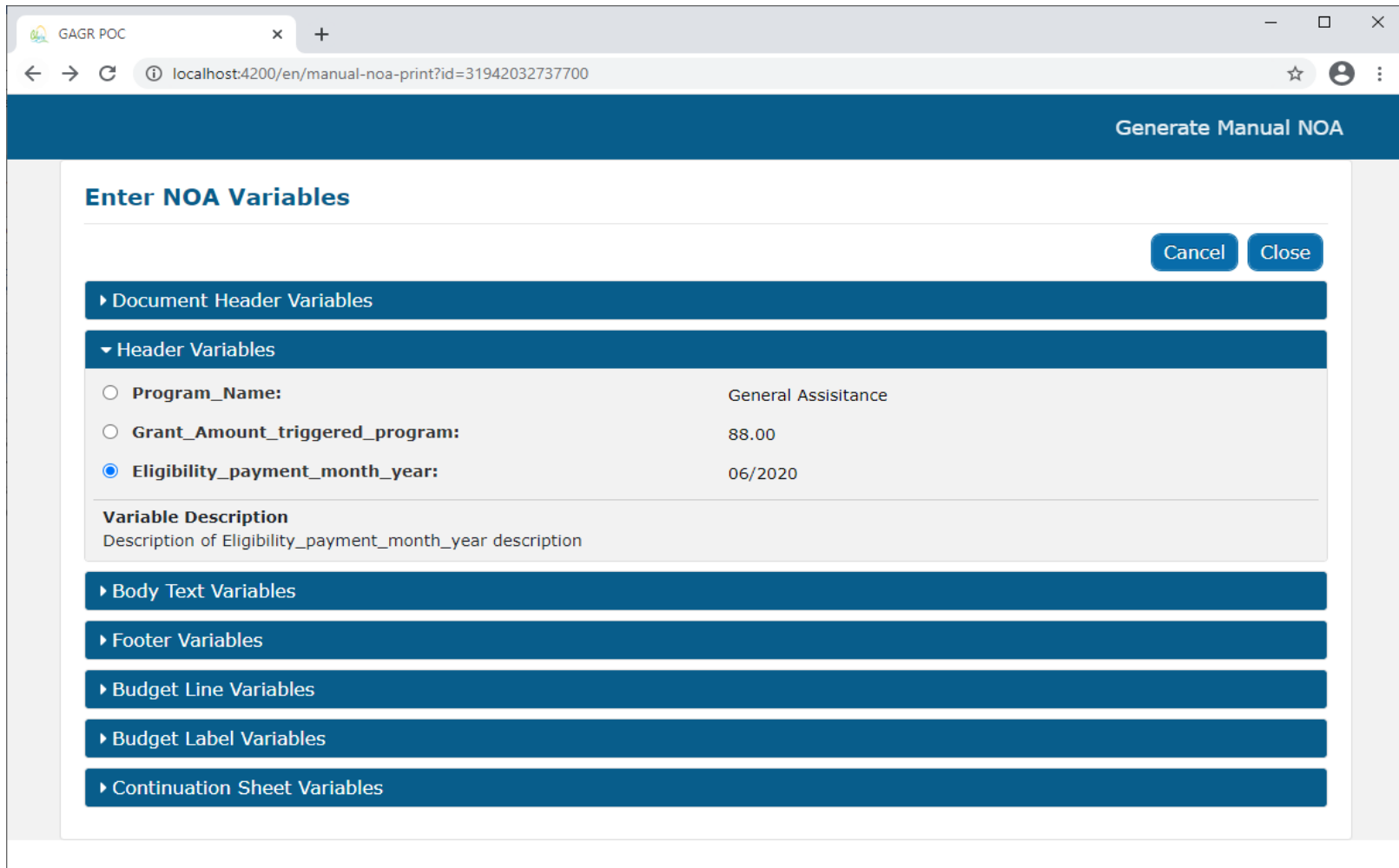


Figure 2.3.2.2 – Enter NOA Variables Page (Header Variables section)

GAGR POC x +

localhost:4200/en/manual-noa-print?id=31942032737700

Generate Manual NOA

Enter NOA Variables

Cancel Close


- ▶ Document Header Variables
- ▶ Header Variables
- ▼ Body Text Variables
 - GA_GR_Continuing_Grant_Amt: 88.00
 - Man_reasons_for_affecting_Grant_Amount:
 - Eligibility_AG_effective_start_change_date: 06/17/2020
 - Eligibility_AG_effective_end_dt: 06/30/2020 
 - Man_GA_Incident_Person_Need_Amt:
 - GA_Incident_Person_Need_Amt:
 - Man_Shelter_Need_Amt_Body_Text: Manually entered body text
 - Shelter_Need_Amt_Body_Text:
 - Man_Test_Number: 13
 - Test_Number:
- Variable Description
Description of GA_GR_Continuing_Grant_Amt
- ▶ Footer Variables
- ▶ Budget Line Variables
- ▶ Budget Label Variables
- ▶ Continuation Sheet Variables

Figure 2.3.2.3 – Enter NOA Variables Page (Body Text Variables section)

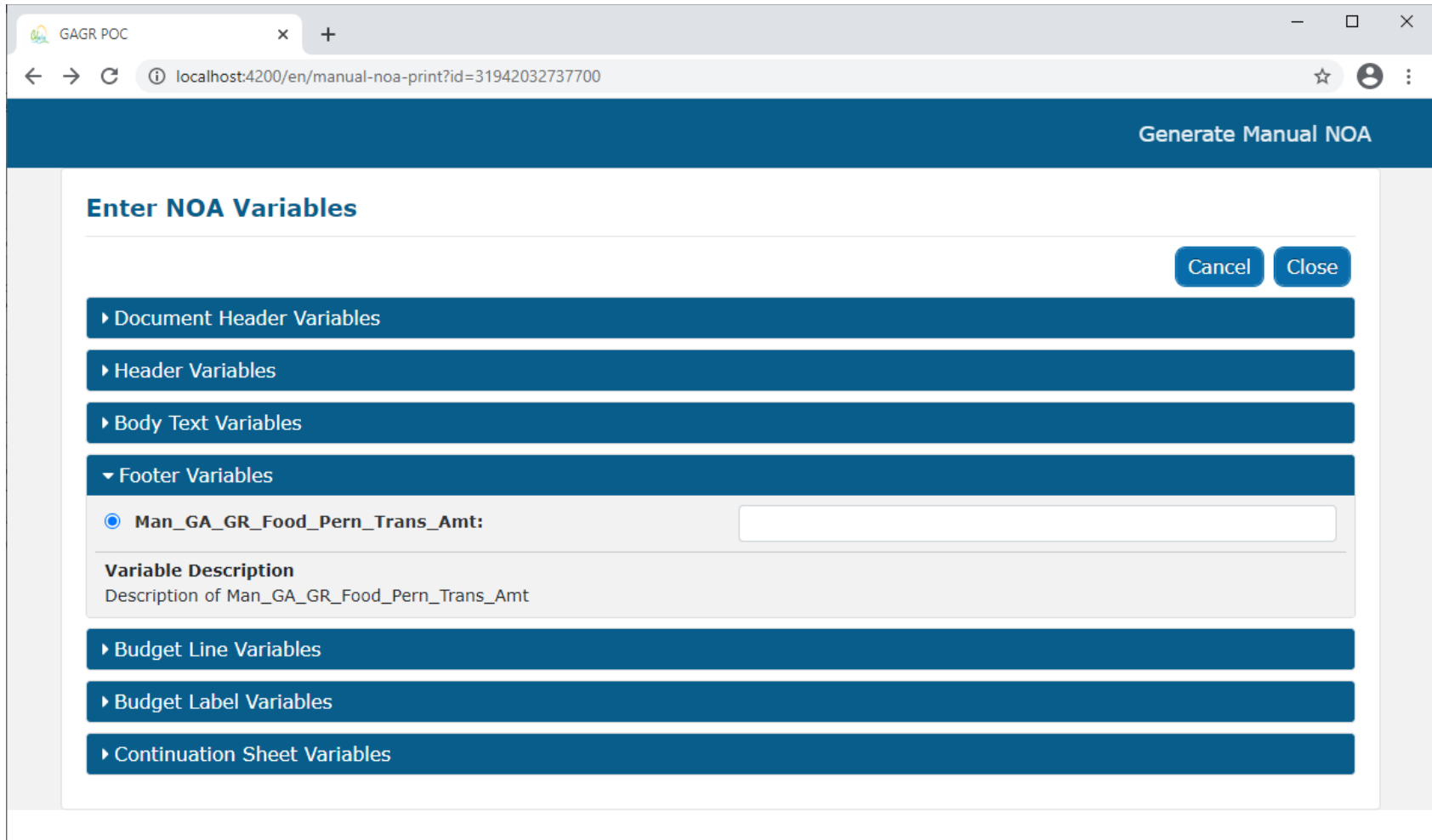


Figure 2.3.2.4 – Enter NOA Variables Page (Footer Variables section)

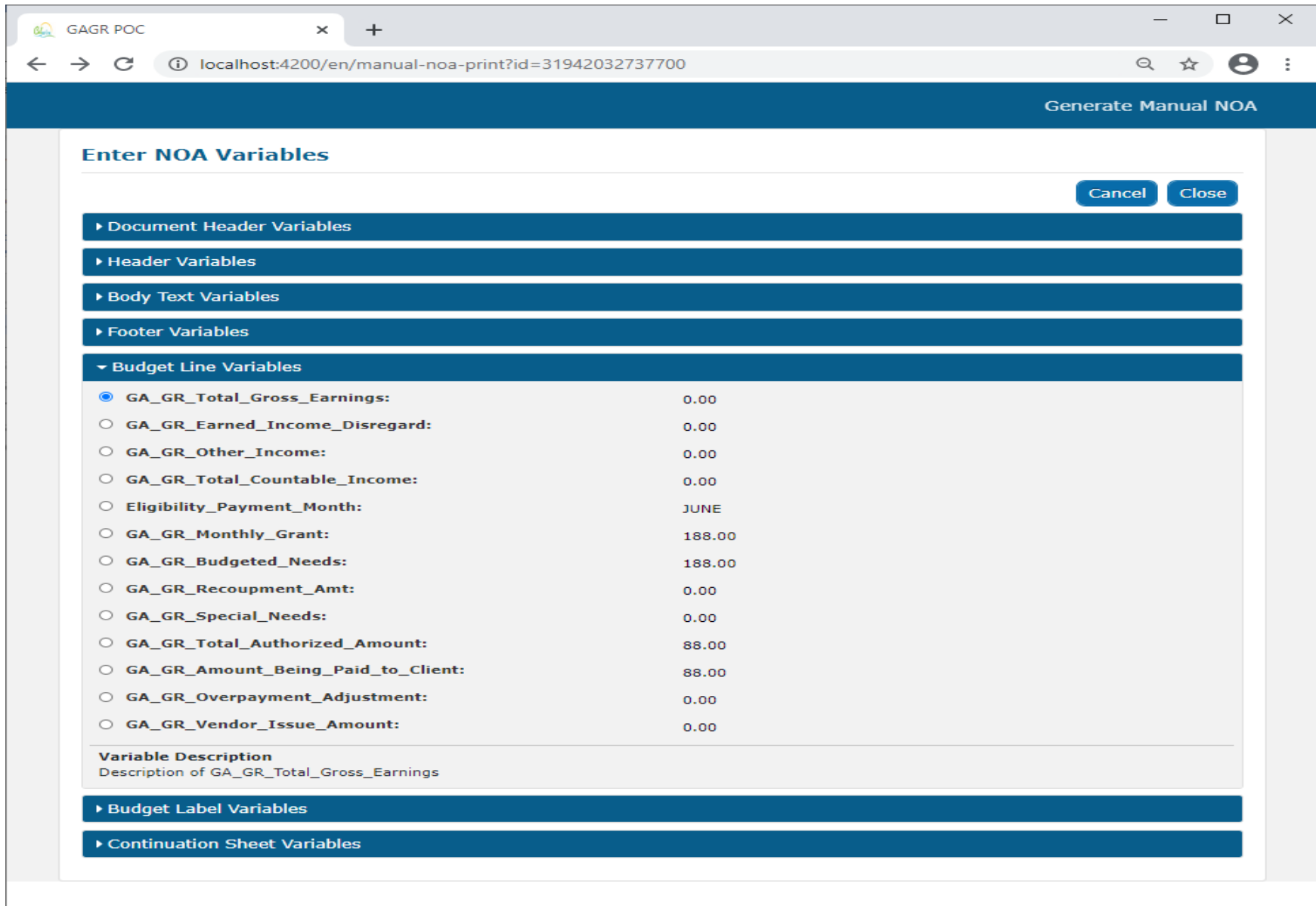


Figure 2.3.2.5 – Enter NOA Variables Page (Budget Line Variables section)

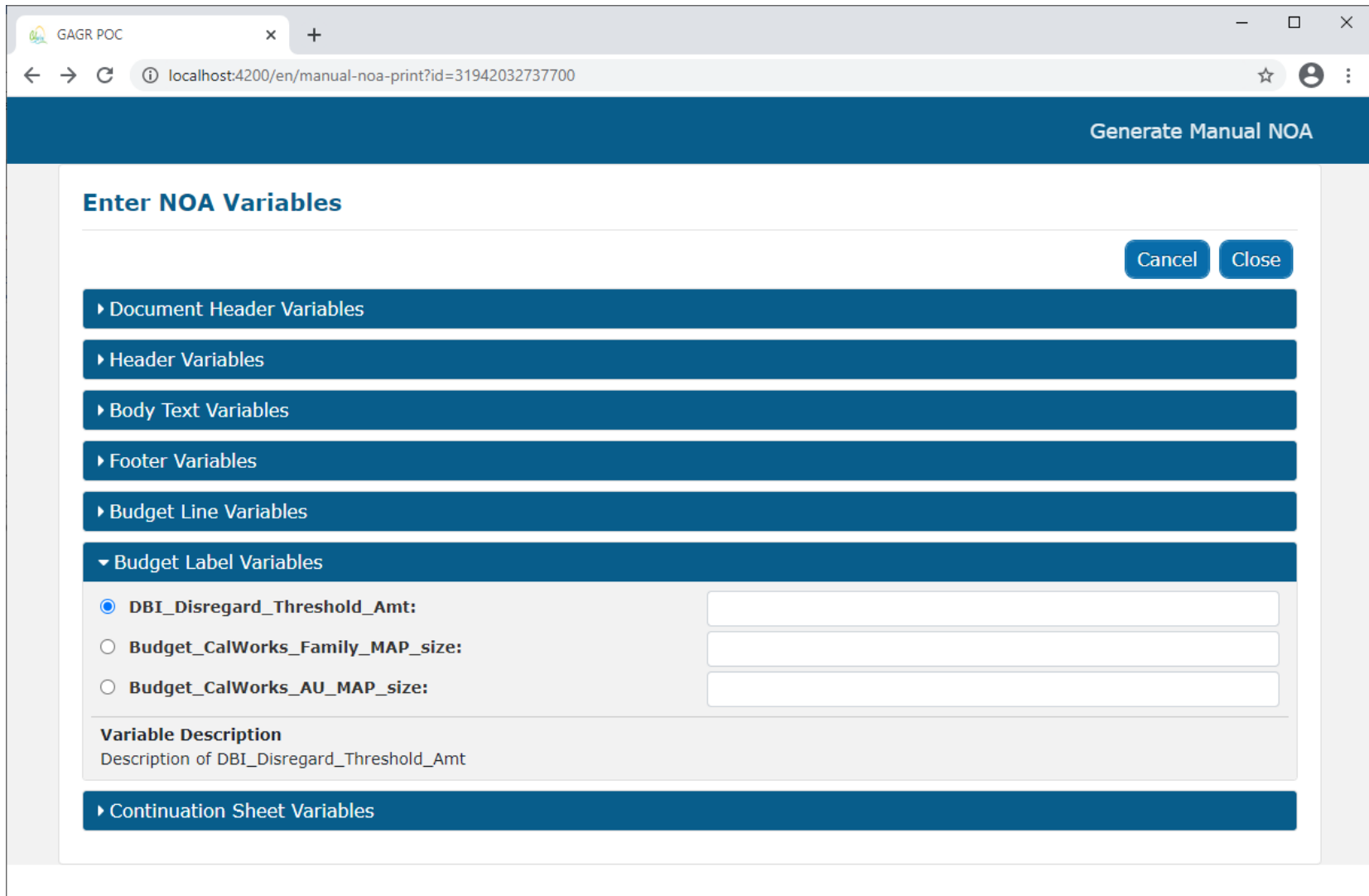


Figure 2.3.2.6 – Enter NOA Variables Page (Budget Label Variables section)

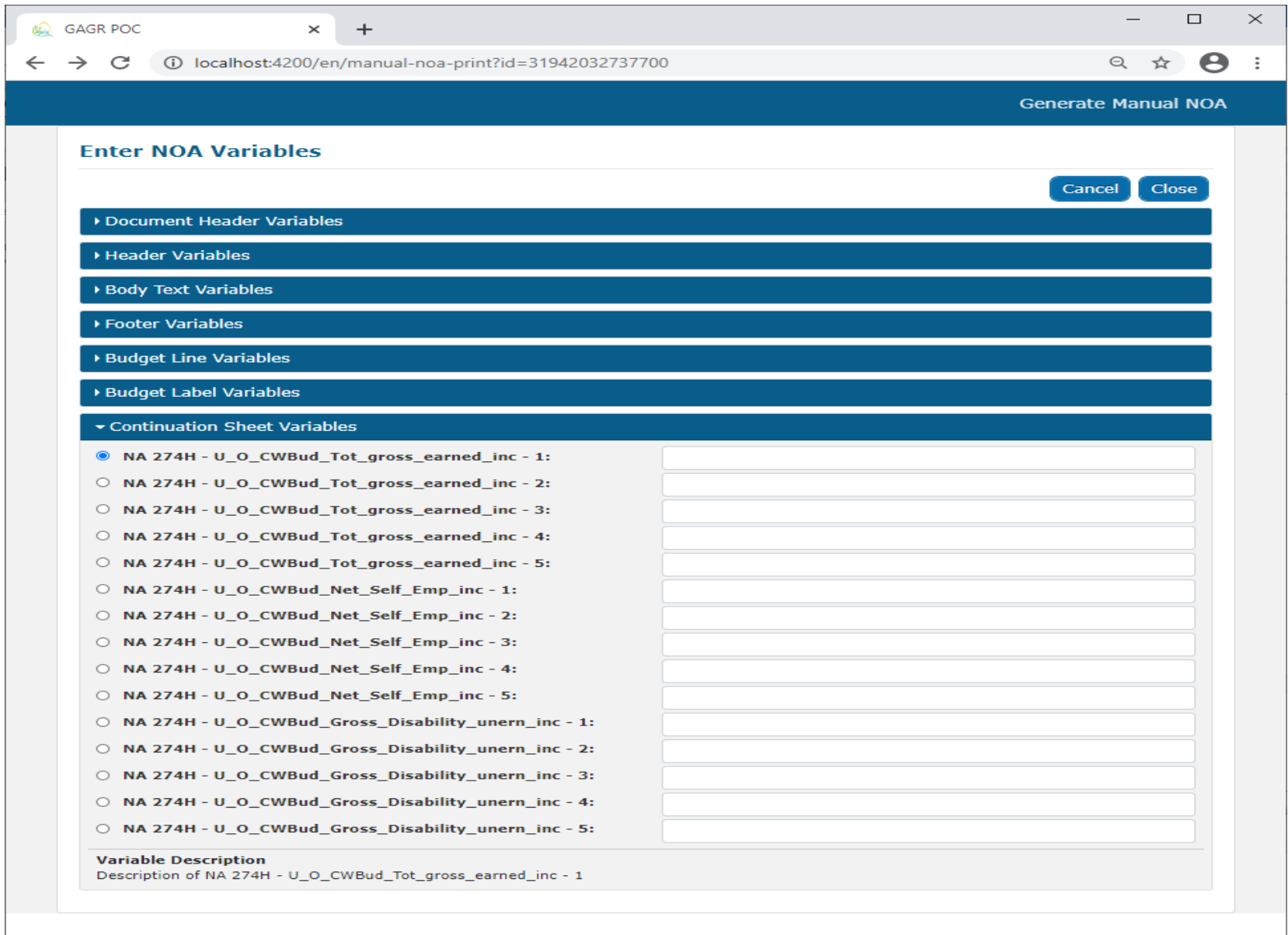


Figure 2.3.2.7 – Enter NOA Variables Page (Continuation Sheet Variables section)

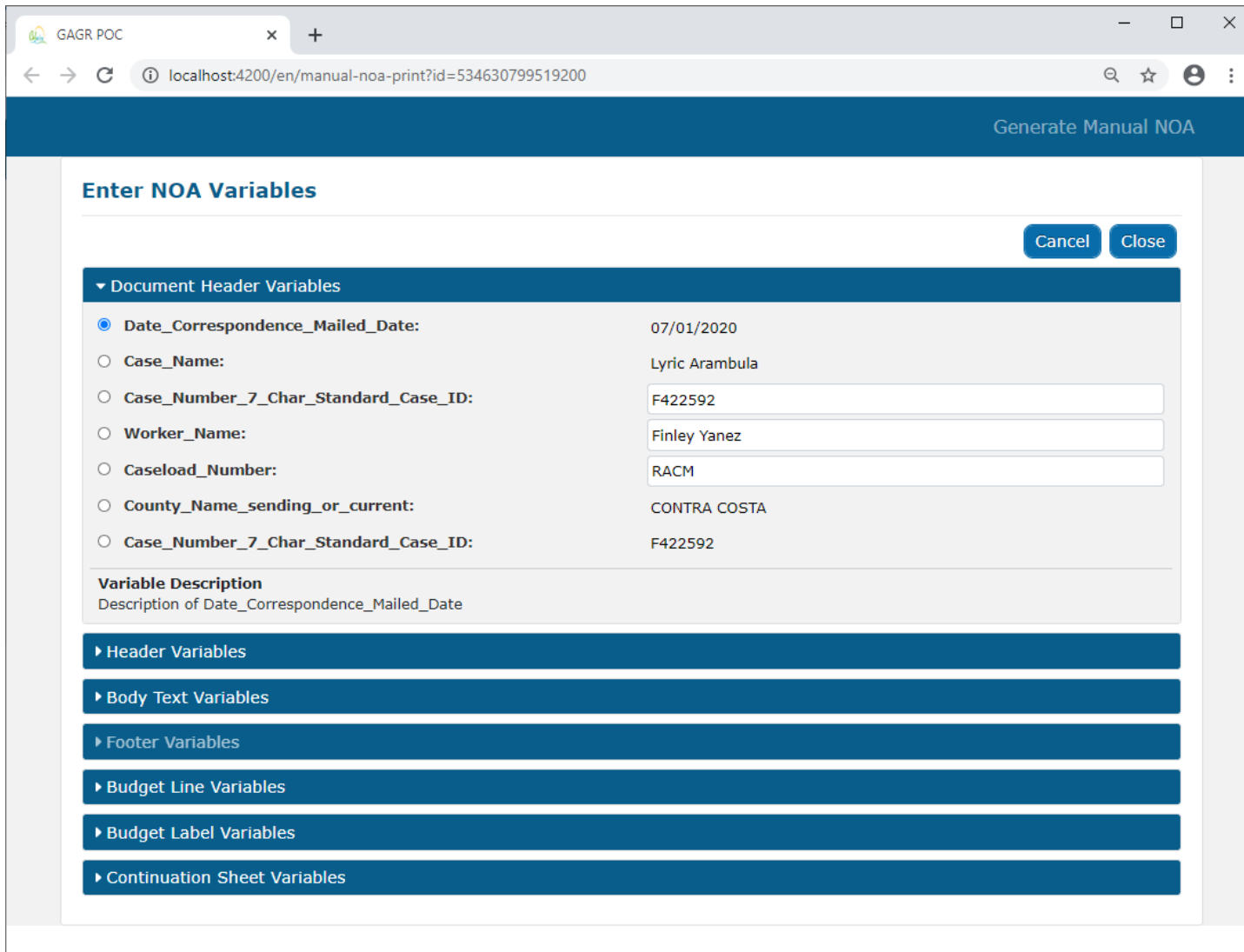


Figure 2.3.2.8 – Enter NOA Variables Page (Footer Variables Section Disabled)

2.3.3 Description of Changes

The Enter NOA Variables page is used to enter all manual variable values prior to printing a NOA. If the selected NOA does not have variables assigned to a given section, the section will be disabled (Figure 2.3.2.8). The variable data that is system populated is disabled, while the fields for manually entered missing data are enabled.

1. Cancel – Button will reset the page to its original state. A soft validation message will display for the user to confirm the cancel action.
2. Close – Button will retain the data entered, close the Enter NOA Variables page and return the user to the Generate a NOA Manually page.
3. The sections on this page are:
 - a. Document Header Variables – Used to collect all document header manual variable information. The variables in this section are not required to print the NOA.
 - b. Header Variables – Used to collect all header manual variable information. The variables in this section are required to print the NOA.
 - c. Body Text Variables – Used to collect all body text manual variable information. The variables in this section are required to print the NOA.
 - d. Footer Variables – Used to collect all footer manual variable information. The variables in this section are required to print the NOA.
 - e. Budget Line Variables – Used to collect all budget line manual variable information. The variables in this section are required to print the NOA.
 - f. Budget Label Variables – Used to collect all budget label manual variable information. The variables in this section are required to print the NOA.
 - g. Continuation Sheet Variables – Used to collect all continuation sheet manual variable information. The variables in this section are not required to print the NOA.
4. Variable Description – populates the description entered on the Maintain Variable page for the variable selected.

2.3.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.3.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.3.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.3.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).

2.4 Enter Freeform Text

2.4.1 Overview

The Enter Freeform Text page allows the user to manually enter freeform text to add to a NOA prior to printing. The freeform text will print in *italics* on the NOA.

2.4.2 Enter Freeform Text Page Mockup

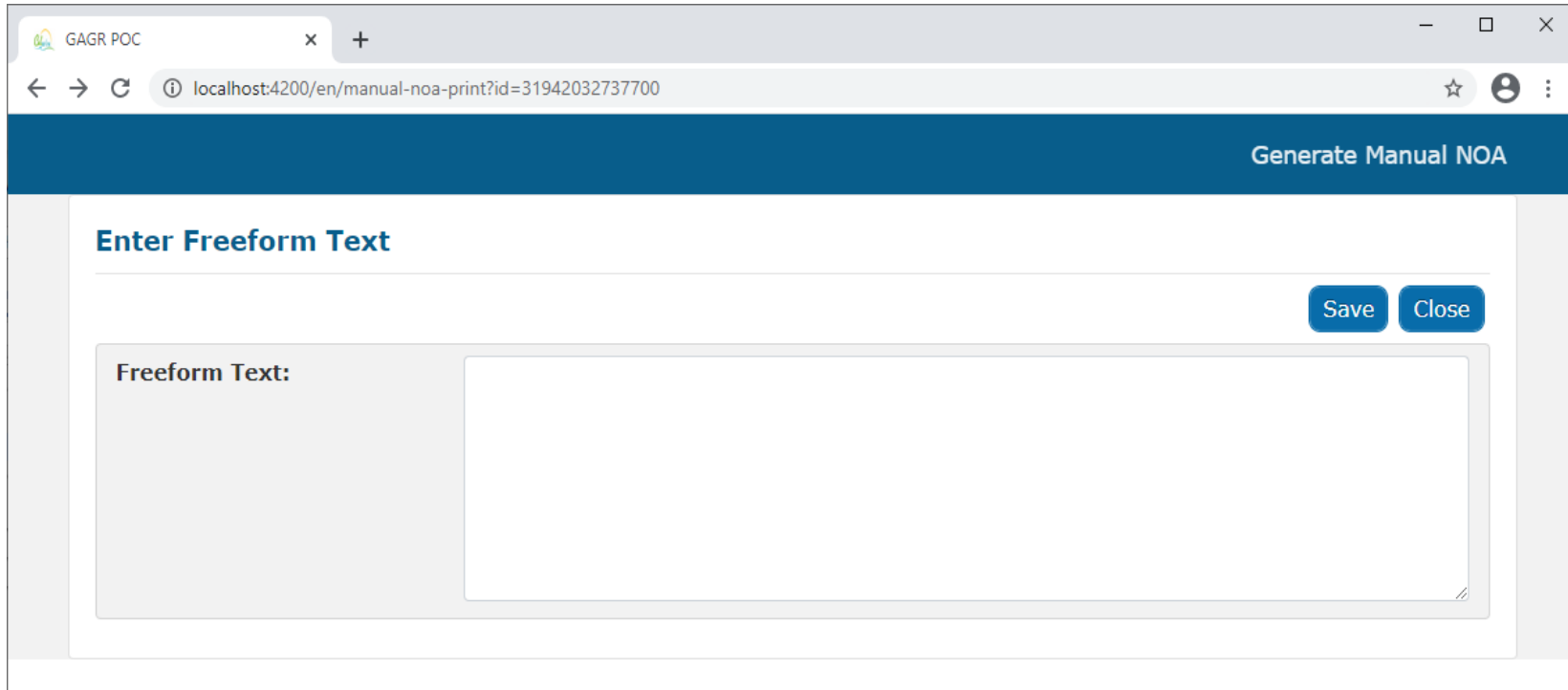


Figure 2.4.2.1 – Enter Freeform Text Page

2.4.3 Description of Changes

1. Freeform Text field allows the user to manually enter up to 4000 characters in the Freeform Text field and will follow graphical user interface (GUI) standards based on the CalSAWS GUI Standards. The field supports entry of text only for the English language.
2. Save – Button saves the users entries. A soft validation message will display for the user to confirm saving changes if the user attempts to exit the page prior to saving changes.
3. Close – Button that will close the Enter Freeform text page and return the user to the Generate a NOA Manually page.

2.4.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.4.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.4.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.4.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).

2.5 Generate a Form/Other Correspondence Manually

2.5.1 Overview

The Generate a Form/Other Correspondence Manually page is used to manually generate Forms and Other Client Correspondence (OCC). From this page, users can enter manual variables for the selected Forms and accompanying tandem correspondence, as well as freeform text for an OCC. Users can preview the form and tandem correspondence or OCC before printing.

2.5.2 Generate a Form/Other Correspondence Manually Page Mockup

Generate a Form/Other Correspondence Manually

[Reset](#)

Correspondence Type:	Forms	Effective Date:	12/11/2020
Case Number:	C001551	Program:	General Assistance/General Relief
Individual Name:	Doe, John 36 M		
Secondary Individual Name:	<input type="text"/>		
Correspondence Number:	CAPI-4		
Correspondence Name:	Income Report/ Self-Employed Report Form		

Effective Date	Tandem Correspondence Number	Tandem Correspondence Name
12/11/2020	GA-TEMP-SAR1	

[Extract Data](#) [Freeform Text](#) [Generate Document](#) [Preview](#) [Cancel](#)

Figure 2.5.2.1 – Generate a Form/Other Correspondence Manually Page

2.5.3 Description of Changes

1. Correspondence Type – Displays type of either Forms or Other Correspondence based on the User selection on the CalSAWS Template Repository Search page.
2. Effective Date – populates with current system date.
3. Case Number populates from the selection on the CalSAWS Document Parameters page.
4. Program populates from the selection on the CalSAWS Document Parameters page.
5. Individual Name populates the participant name selected on the CalSAWS Document Parameters page. The name will display in the <Last, First | Age | Gender> format.
6. Secondary Individual – Name of the secondary individual within the case for which the variable data is extracted.
7. Correspondence Number – Displays the Form or Correspondence that the User selected in the CalSAWS Template Repository Search page.
8. Correspondence Name – Displays the Form or Correspondence that the User selected in the CalSAWS Template Repository Search page.
9. Extract Data – Button will direct User to the Enter Correspondence Variables Page.
10. Freeform Text – Button will direct User to the Enter Freeform Text Page. Enabled for only OCC Document Types.
11. Generate Document – Button closes the page and returns a PDF to CalSAWS. The actual print processing occurs as part of CalSAWS functionality.
12. Preview – Button will direct User to the Preview Page.
13. Cancel – Button closes the page and does NOT return a PDF to CalSAWS. Variable data manually entered is not retained. A soft validation message will display for the user to confirm the cancel action.

2.5.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.5.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.5.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.5.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).

2.6 Enter Correspondence Variables

2.6.1 Overview

The Enter Correspondence Variables page is used to view a correspondence's system-populated variables and to enter any additional manual variable information. On this page, manual variable data can be entered for linked tandem correspondence, as well.

2.6.2 Enter Correspondence Variables Page Mockup

The screenshot shows a web browser window with the URL `localhost:4200/en/manual-noa-print?id=31942032737700`. The page title is "Generate Manual NOA". The main heading is "Enter Correspondence Variables".

At the top right, there are "Cancel" and "Close" buttons. Below them is a table with the following data:

Effective Date	Tandem Correspondence Number	Tandem Correspondence Name
12/11/2020	GA-TEMP-SAR1	

Below the table is a section titled "Main Form" with a dropdown arrow. It contains the following fields:

- Case_Name:** Rylee Quinn
- Case_Number_7_Char_Standard_Case_ID:** F422592
- Worker_Number:** VCLO
- SFU_Size_for_IRT_CW:**
- SFU_Size_for_IRT_CF:**
- IRT_CW:**
- Bar_Code_for_Periodic_Reports:** *0070803579*
- Date_current_date:** 09/21/2020
- County_Name_sending_or_current:** ALAMEDA
- IRT_CF:**
- Current_Income_CW:**

Below the form is a "Variable Description" section with the text "Description of Case_Name". At the bottom, there is a "Tandem Correspondence" section with a right-pointing arrow.

Figure 2.6.2.1 – Enter Correspondence Variables Page – Main Form Section

GAGR POC x +

localhost:4200/en/manual-noa-print?id=31942032737700

Generate Manual NOA

Enter Correspondence Variables


Cancel Close

Effective Date	Tandem Correspondence Number	Tandem Correspondence Name
12/11/2020	GA-TEMP-SAR1	

▶ Main Form

▼ Tandem Correspondence

Benefit_Amount:

Benefit_Date: 

Benefit_Recipient_Name:

Variable Description
Description of Benefit_Amount

Figure 2.6.2.2 – Enter Correspondence Variables Page – Tandem Correspondence Section

2.6.3 Description of Changes

1. Cancel - Button will reset the page to its original state. A soft validation message will display for the user to confirm the cancel action.
2. Close - Button will retain the data entered, close the Enter Correspondence Variables page and return the user to the Generate a Form/Other Correspondence Manually page.
3. Effective Date – Displays the effective date of the association of the tandem correspondence to the NOA or Form.
4. Tandem Correspondence Number – Displays the Tandem Correspondence Number.
5. Tandem Correspondence Name – Displays the Tandem Correspondence Name.
6. Main Form – used to collect manual variable information for the main form. Entry of variable data is not required.
7. Tandem Correspondence – used to collect manual variable information for the tandem correspondence. Entry of variable data is not required.
8. Variable Description – populates the description entered on the Maintain Variable page for the variable selected.

2.6.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.6.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.6.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.6.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).

2.7 View/Generate Client Correspondence Detail

2.7.1 Overview

The View/Generate Client Correspondence Detail page is used to view selected client correspondence details and enter any manual or missing variable information prior to printing.

2.7.2 View/Generate Client Correspondence Detail Page Mockup

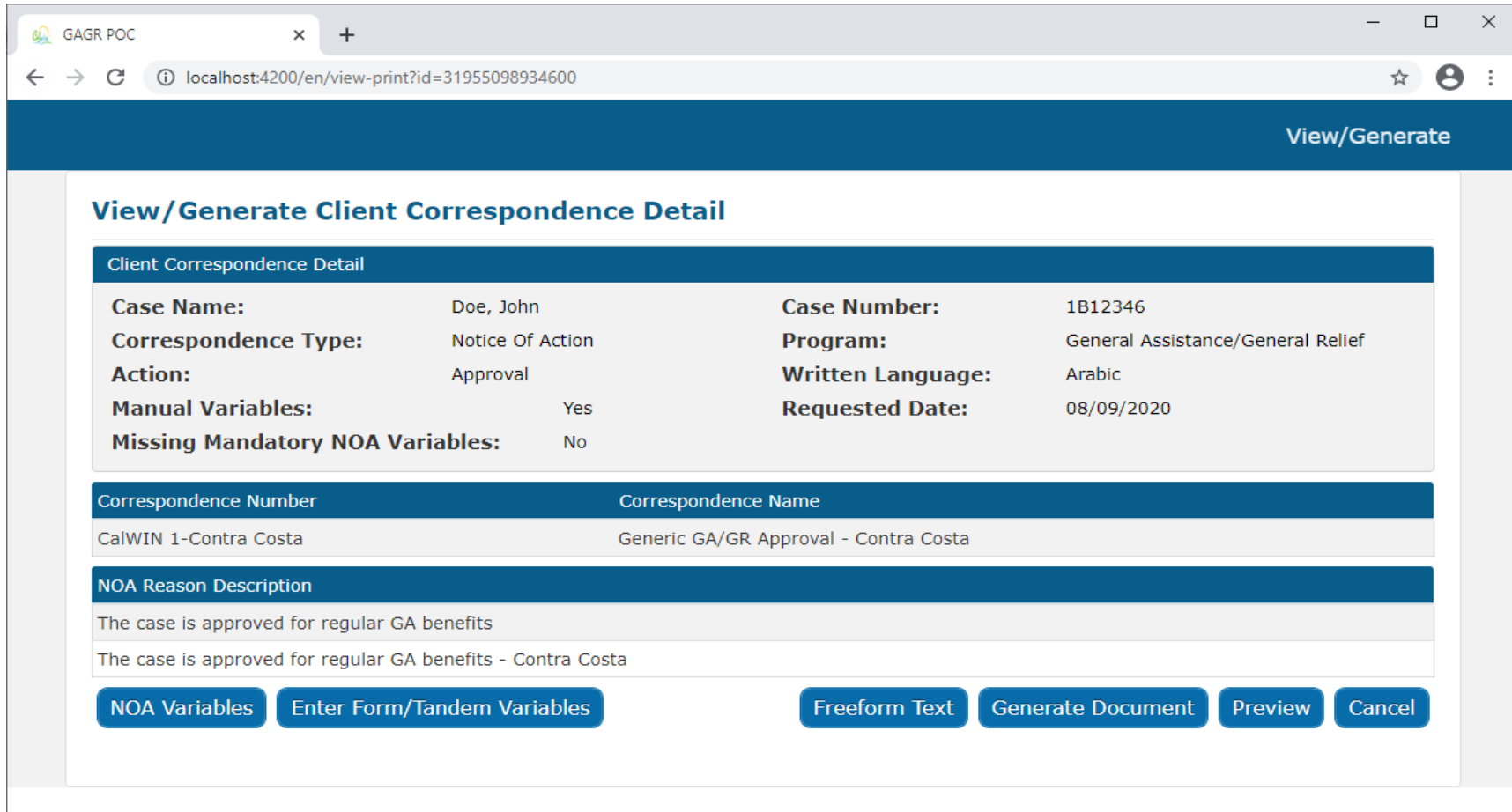


Figure 2.7.2.1 – View/Generate Client Correspondence Detail Page

2.7.3 Description of Changes

1. Case Name populates with the case name that the correspondence rendered.
2. Case Number populates with the case number for which the correspondence is rendered.
3. Correspondence Type populates with the correspondence type.
4. Program populates with the program associated to the correspondence.
5. Action populates with the action associated to the NOA.
6. Written Language populates with the language in which the correspondence is requested to print.
7. Manual Variables [Y/N] indicates if the correspondence includes manual variables.
8. Requested Date populates with the date the correspondence was requested.
9. Missing Mandatory NOA Variables [Y/N] indicates if the mandatory variables are missing from the correspondence. Note: CalSAWS will display a status on the Document List Page (Distributed Documents) to indicate a correspondence is missing mandatory variable data.
10. Correspondence Table populates with the correspondence number and correspondence name(s).
11. NOA Reason Description populates with the text description associated to the reason code(s).
12. NOA Variables button that will direct the user to the Enter NOA Variable page.
13. Enter Form/Tandem Variables button that will direct the user to the Enter Correspondence Variable page.
14. Freeform Text button that will direct the user to the Enter Freeform Text page.
15. Generate Document – Button closes the page and returns a PDF to CalSAWS. The actual print processing occurs as part of CalSAWS functionality.
16. Preview – Button that will direct the user to the Preview page.
17. Cancel – Button closes the page and does NOT return a PDF to CalSAWS. Variable data manually entered is not retained. A soft validation message will display for the user to confirm the cancel action.

2.7.4 Page Location

No page locations are required; they are controlled by the Document List Page (Distributed Documents).

2.7.5 Security Updates

No security updates; they are controlled by the Document List Page (Distributed Documents).

2.7.6 Page Mapping

No page mappings are required; they are controlled by the Document List Page (Distributed Documents).

2.7.7 Page Usage/Data Volume Impacts

No additional page usage updates; they are controlled by the Document List Page (Distributed Documents).