

CalSAWS

California Statewide Automated Welfare System

Design Document

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Implement CalFresh Churn Monthly Caseload Report
(CF 18)

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/17/2020	1.0	Initial Revision	Justin Dobbs
12/31/2020	2.0	<p>Removed the criteria in section 2.3.3 which limited applications whose Pended date occurred 5 months prior to the CF 18 submission month. Average Days to Process is an independent from the churn metrics and is not limited to the 5-month time span that churn measures are restricted to.</p> <p>Removed the note in section 2.3.3 which contradicted criteria 3 in section 2.3.3.</p> <p>Fixed typo in the design title page.</p> <p>Added a filter to Sheet3 column 'Line 17' in the report mockup.</p>	Esequiel Herrera-Ortiz
01/14/2020	2.1	Fixed a typo on Line 5 criteria #3. The criteria has been updated to match all other related lines which capture the status of 'Complete – EDBC Accepted' during or after the data cohort month rather than only during.	Esequiel Herrera-Ortiz
01/19/2020	2.2	<p>Updated section 2.3.1.1 to clarify that Line 1 is a distinct household count.</p> <p>Update Lines 9 – 16 to exclude any Customer Report with a final status of 'Not Applicable'.</p>	Esequiel Herrera-Ortiz

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1 OVERVIEW

The California Department of Social Services (CDSS) has released requirements for a new monthly state report; the CF 18. The purpose of this report is to identify outcomes and trends for CalFresh caseload “churn”. Caseload churn occurs when an eligible household unexpectedly loses CalFresh benefits, usually because of missed reporting requirements, only to re-enroll shortly thereafter. This report looks at these outcomes as they relate to the two key reporting events for CalFresh cases: the SAR-7 and the Redetermination/Recertification/Reapplication (RRR). Outcomes are measured in two different ways. The first measure helps to assess the point in the reporting process where churn is most common. The second measure provides insight into the impact of various types of churn on application processing work.

This document outlines the recommendations to automate the CF 18 report in the system.

1.1 Current Design

The C-IV and CalACES Systems do not produce any reports related to CalFresh churn.

1.2 Requests

Automate the monthly CF 18 report in the C-IV and CalACES systems.

1.3 Overview of Recommendations

Implement the CF 18 report that will execute as a scheduled monthly report. The report will provide both the summary and supporting detailed information for each metric. Information pertaining to the report will be available in the Reports Overview in Online Help.

1.4 Assumptions

- When evaluating Customer Report received statuses/dates, the latest received date will be evaluated if multiple occurrences exist. The assumption is that any prior received statuses required additional information from the client, hence the existence of a subsequent received status.
- Any single worksheet within the CF 18 report will not exceed 65,000 rows.
- Applications disposed within the Average Days to Process (ADP) section of the CF 18 have disposition dates within the month immediately prior to the CF 18 Submission Month.

2 RECOMMENDATIONS

2.1 Overview

Implement the CF 18 report that will execute as a scheduled monthly report. The report will provide both the summary and supporting detailed information for each metric. Existing security groups will be utilized to control user access to this report. Information pertaining to the report will be added to the Reports Overview in Online Help.

2.2 CF 18 Mockup

STATE OF CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY		CALIFORNIA DEPARTMENT OF SOCIAL SERVICES DATA SYSTEMS AND SURVEY DESIGN BUREAU	
CalFresh Churn Monthly Caseload Report CF 18			
DOWNLOAD REPORT FORM FROM: https://www.cdss.ca.gov/inforesources/Research-and-Data/Report-Form-and-Instructions			
EMAIL US FOR QUESTIONS ABOUT THE FORM OR INSTRUCTIONS:			
EMAIL US FOR TECHNICAL SUPPORT QUESTIONS:			
COUNTY NAME Butte	VERSION	SUBMISSION MONTH October	REPORT YEAR 2019
<i>Churn Measurement #1: The share of CalFresh/California Food Assistance Program (CFAP) households who are due to have their eligibility re-determined in a given month who experience an interruption in benefits, but return to the program within four full calendar months following the Data Cohort Month.</i>			
All SAR 7s & RRRs		SAR 7	RRR
1. The total number of CalFresh and CFAP households scheduled for SAR 7 & RRR submission within the Data Cohort Month	1	13	2
Timely SAR 7s & RRRs		SAR 7	RRR
2. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible	3	2	4
3. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were	5		6
Late SAR 7s & RRRs		SAR 7	RRR
6. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and deemed eligible and experienced either no loss or loss of benefits	11	2	12
a. The total number of late SAR7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced no loss of benefits.	13	1	14
b. The total number of late SAR7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced a loss of benefits. (This includes prorated applications)	15	1	16
7. The average number of days where benefits were lost due to late SAR 7 & RRR submission and the household experienced a loss of benefits within the First Month Following Data Cohort Month	17	18	18
8. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and subsequently deemed ineligible	19	0	20
SAR 7s & RRRs Not Renewed		SAR 7	RRR
9. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	21	1	22
10. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	23	1	24
11. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	25	0	26
12. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	27	1	28
13. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	29	0	30
14. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	31	1	32
15. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits	33	1	34
16. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdrawals) for benefits	35	0	36

Churn Measurement #2: The share of applications from households that participated CalFresh/CFAP in the recent past.		
All CalFresh applications disposed of during the Data Cohort Month		
17. The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month	37	17
18. The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month from a household who participated in CalFresh/CFAP within the prior four full calendar months	38	16
Total applications from households with a recent (Within the Prior Four Full Calendar Months) SAR 7 or RRR	SAR 7	RRR
19. The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month from a household who had a SAR 7 or RRR due within the prior four full calendar months	39	40
	8	7
Denied Applications with recent SAR7 or RRR-related restoration	SAR 7	RRR
20. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was restored in the First month Prior to Data Cohort Month	41	42
	0	1
Applications with recent SAR 7 or RRR correlated discontinuation (First Month Prior to Data Cohort Month)	SAR 7	RRR
21. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month	43	44
	1	0
22. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month	45	46
	1	1
Applications with recent SAR 7 or RRR correlated discontinuation (Second Month Prior to Data Cohort Month)	SAR 7	RRR
23. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month	47	48
	1	1
24. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month	49	50
	0	1
Applications with recent SAR 7 or RRR correlated discontinuation (Third Month Prior to Data Cohort Month)	SAR 7	RRR
25. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month	51	52
	2	0
26. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month	53	54
	0	1
Applications with recent SAR 7 or RRR correlated discontinuation (Fourth Month Prior to Data Cohort Month)	SAR 7	RRR
27. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month	55	56
	1	1
28. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month	57	58
	2	1
Average Days to Process (ADP)		
Initial Applications with Expedited Service		
29. The average number of days to approval of initial CalFresh and CFAP applications with expedited service from the date of application or date of discovery, if applicable	59	4
30. The total number of initial applications with expedited service approved within one to three days	60	1
31. The total number of initial applications with expedited service approved within four to seven days	61	1
32. The total number of initial applications with expedited service approved after seven days	62	1
Initial Applications with Non-Expedited Service		
33. The average number of days to approval of initial CalFresh and CFAP applications with non-expedited service from the date of application	63	9
34. The total number of initial applications with non-expedited service approved within one to seven days	64	1
35. The total number of initial applications with non-expedited service approved within eight to fifteen days	65	1
36. The total number of initial applications with non-expedited service approved within sixteen to twenty-two days	66	1
37. The total number of initial applications with non-expedited service approved within twenty-three to thirty days	67	0
38. The total number of initial applications with non-expedited service approved over thirty days	68	0
COMMENTS		
General Comments		
Revised Report Explanation (Complete if Revised is selected. If initial is selected this box remains blank)		
CONTACT PERSON	TELEPHONE	EXTENSION
JOB TITLE/CLASSIFICATION	E-MAIL	
SUPERVISOR	TELEPHONE	EXTENSION
JOB TITLE/CLASSIFICATION	E-MAIL	
		DATE SUBMITTED

Figure 2.2.1 – CF 18 Report Mockup

2.3 Description of Change – Report Line by Line Description

The CF 18 report is only applicable to CalFresh programs.

To align with state instructions, this document includes references to “Data Cohort Month” throughout as opposed to “Report Month”. For Churn Measurements 1 and 2, the Data Cohort Month is the month that will be evaluated to determine the base population of each measurement that will then be evaluated over a 4-month time period to determine churn.

The base population will be derived based on an evaluation of the SAR due month or RE due month. If a CalFresh program has either a SAR due month or RE due month within the Data Cohort Month and the program was Active or Ineligible as of the first of the Data Cohort Month, the program will be included within the base population. A program which may have a SAR 7 or CalFresh RE Packet generated for the Data Cohort Month that does not have a SAR due month or RE due month within the Data Cohort Month will not be included in the CF 18 report. (Reference Section 2.3.1.1 for specific criteria for the base population for Line 1)

The CF 18 report line counts for Lines 1 through 27 are split into two columns: SAR 7 and RRR. Customer Report types will be evaluated to determine in which column on the CF 18 report to count a household as follows:

Customer Report Type	CF 18 Column	CalSAWS/C-IV
CF RE Packet	RRR	Both
CW/CF RE Packet	RRR unless the latest CalFresh status for the packet is ‘Not Applicable’	Both
SAR 7	SAR 7 unless the latest CalFresh status for the SAR 7 is ‘Not Applicable’	Both

A household will only be counted in a single category (SAR 7/RRR) throughout the report. For example, a household cannot be counted as Line 1 RRR and in a subsequent line as SAR 7.

2.3.1 Churn Measurement #1

The share of CalFresh/California Food Assistance Program (CFAP) households who are due to have their eligibility re-determined in a given month who experience an interruption in benefits but return to the program within four full calendar months following the Data Cohort Month.

The Data Cohort Month is the month that is 5 full calendar months prior to the submission month. The submission month is the month that the report is due to be submitted to CDSS and it is also the month / the automated report will generate.

The criteria for the following lines will refer to specific Customer Reporting Types:

- SAR 7
- CF RE Packet
- CW/CF RE Packet

The SAR 7 and CW/CF RE Packets specifically maintain a sequence of statuses for both the CalFresh and CalWORKs programs on the Customer Reporting Detail page. For example, a SAR 7 may be 'Not Applicable' for CalFresh and 'Complete – EDBC Accepted' for CalWORKs. For the purposes of the CF 18 report, only the Customer Report statuses that are applicable to the CalFresh program will be evaluated.

2.3.1.1 All SAR 7s & RRRs

Line 1. The total number of CalFresh and CFAP households scheduled for SAR 7 & RRR submission within the Data Cohort Month

This line is the population of CalFresh households scheduled for SAR 7 and RRR submission within the Data Cohort Month. If a CalFresh household was scheduled to submit a SAR 7 or RRR, but the household does not meet the criteria of any of the following lines for churn measurement #1 (Lines 2 through 16), the household will only be counted in Line 1. There are no reconciliation rules to enforce that Line 1 is a summation of any of the lower lines per ACL 18-117E. However, a household that is counted in Lines 2 through 16 must be counted in Line 1.

The Line 1 totals are a distinct household count.

The base population for churn measurement #1 is based on the following 2 sets of criteria:

SAR 7

- The Program is CalFresh.
- The Program Status was Active or Ineligible as of the first day of the Data Cohort Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Data Cohort Month.
- The program has a SAR Due Month equal to the Data Cohort Month. The determination of the SAR Due Month in the automated systems is a real-time calculation based on the Reporting Type (Semi-Annual Reporting or Semi-Annual Reporting Annually) and the RE Due Month. This same logic as used by the online pages will be replicated for this line of the report.

For Example: The Data Cohort Month is November 2019; Case A has an Active status as of November 1st, 2019 with a SAR 7 due to be completed by November 30th 2019.

Note: The SAR Due Month as displayed on the CalFresh Detail page in the automated systems does not display retro or passed SAR Due Months if a more recent SAR Due Month is established. As a result, a household counted in this population as due to submit SAR 7 in the Data Cohort Month may not display a SAR Due Month equal to the Data Cohort Month in the CalFresh Detail page.

RRR

- The Program is CalFresh.
- The Program Status was Active or Ineligible as of the first day of the Data Cohort Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Data Cohort Month.
- The program has a RE with a due month equal to the Data Cohort Month.
- The RE was NOT created after the Data Cohort Month. More specifically, the RE existed during or before the Data Cohort Month meaning as of the Data Cohort Month, the household was due to submit an RE.
- The RE does NOT have a completion date during or before the Data Cohort Month with a completion reason other than 'Processed'. For example, if a RE is due in the Data Cohort Month and it has a completion date that is 2 months prior with a reason of 'No Longer Valid' because a new RE period is established, this is not a household to be counted as due to submit RRR in the Data Cohort month. This condition will exclude these scenarios.

For Example: The Data Cohort Month is November 2019; Case A has an Active status as of November 1st, 2019 with a CF RE Packet due to be completed by November 30th 2019.

The above criteria are common to Lines 2 through 16 of the report.

2.3.1.2 Timely SAR 7s & RRRs

Line 2. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible.

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> CF RE Packet CW/CF RE Packet
The latest Status Date of the 'Received' Customer Report status is on or before the 10 th day of the Data Cohort Month.	The latest Status Date of the 'Received' Customer Report status is on or before the 15 th day of the Data Cohort Month.

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is during or after the Data Cohort Month.
- The EDBC that was run to complete the SAR 7 or RRR established an 'Active' or 'Ineligible' program status effective for the first of the month immediately following the Data Cohort Month.
- The EDBC is not prorated. Prorated determinations signify a count on Line 6b.

Note: State instructions indicate that the SAR 7 or RRR is received during the Data Cohort Month, however the automated systems allow a received date to be prior to the Data Cohort Month/Due Month. This line will include the scenario of a SAR 7 or RRR due in the Data Cohort Month that was received prior to the Data Cohort Month.

Line 3. The total number of timely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed ineligible.

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> CF RE Packet CW/CF RE Packet

SAR 7	RRR
The latest Status Date of the 'Received' Customer Report status is on or before the 10 th day of the Data Cohort Month.	The latest Status Date of the 'Received' Customer Report status is on or before the 15 th day of the Data Cohort Month.

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is during or after the Data Cohort Month.
- The EDBC that was run to complete the SAR 7 or RRR established a 'Denied' or 'Discontinued' program status effective for the first of the month immediately following the Data Cohort Month.
- The EDBC is not prorated. Prorated determinations signify a count on Line 6b.

Note: State instructions indicate that the SAR 7 or RRR is received during the Data Cohort Month, however the automated systems allow a received date to be prior to the Data Cohort Month/Due Month. This line will include the scenario of a SAR 7 or RRR due in the Data Cohort Month that was received prior to the Data Cohort Month. For example, if a household is due to submit a SAR 7 in March 2020, and the SAR 7 is received by the county office on February 27th, 2020, this will be considered a SAR 7 received within the Data Cohort Month.

2.3.1.3 Untimely SAR 7s & RRRs

Line 4. The total number of untimely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed eligible with no loss of benefits.

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

SAR 7	RRR
The latest Status Date of the 'Received' Customer Report status is between the 11 th day and the last day of the Data Cohort Month (inclusive).	The latest Status Date of the 'Received' Customer Report status is between the 16 th day and the last day of the Data Cohort Month (inclusive).

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is during or after the Data Cohort Month.
- The EDBC that was run to complete the SAR 7 or RRR established an 'Active' or 'Ineligible' program status effective for the first of the month immediately following the Data Cohort Month.
- The EDBC is not prorated. Prorated determinations signify a count on Line 6b.

Line 5. The total number of untimely SAR 7s & RRRs received from households within the Data Cohort Month that were disposed and subsequently deemed ineligible.

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet
The latest Status Date of the 'Received' Customer Report status is between the 11 th day and the last day of the Data Cohort Month (inclusive).	The latest Status Date of the 'Received' Customer Report status is between the 16 th day and the last day of the Data Cohort Month (inclusive).

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is **during or after the** Data Cohort Month.

- The EDBC that was run to complete the SAR 7 or RRR established a 'Denied' or 'Discontinued' program status effective for the first of the month immediately following the Data Cohort Month.
- The EDBC is not prorated. Prorated determinations signify a count on Line 6b.

2.3.1.4 Late SAR 7s & RRRs

Line 6. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and deemed eligible and experienced either no loss or loss of benefits.

This line is the sum of Lines 6a and 6b. Reference the specific criteria of each line below.

Line 6a. The total number of late SAR7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced no loss of benefits.

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet
The latest Status Date of the 'Received' Customer Report status is within the month immediately following the Data Cohort Month.	The latest Status Date of the 'Received' Customer Report status is within the month immediately following the Data Cohort Month.

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is during or after the Data Cohort Month.
- The EDBC that was run to complete the SAR 7 or RRR established an Active or Ineligible program status effective for the first of the month immediately following the Data Cohort Month.
- The EDBC is not prorated. This condition signifies no loss of benefits.

Line 6b. The total number of late SAR7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed, deemed eligible and experienced a loss of benefits. (This includes prorated applications)

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet
The latest Status Date of the 'Received' CalFresh Customer Report status is within the month immediately following the Data Cohort Month.	The latest Status Date of the 'Received' CalFresh Customer Report status is within the month immediately following the Data Cohort Month.

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is during or after the Data Cohort Month.
- The EDBC that was run to complete the SAR 7 or RRR established an Active or Ineligible program status effective for the first of the month immediately following the Data Cohort Month.
- The EDBC is prorated. This condition signifies a loss of benefits.

Line 7. The average number of days where benefits were lost due to late SAR 7 & RRR submission and the household experienced a loss of benefits within the First Month Following Data Cohort Month.

- For each program counted in Line 6b that experienced a loss in benefits, determine the length (in days) that a household lost benefits by calculating the difference of total days in the benefit month and the prorated days determined by the EDBC that was run to complete the SAR 7 or RRR.

For example: A household is due to submit a SAR 7 in February of 2019. The household does not return the SAR 7 and is Discontinued effective for March 1st. The household returns the SAR 7 late on March 8th and an EDBC is

run to reestablish prorated benefits for the remaining 24 days in March. The number of days the household experienced a loss in benefits is:

$$\begin{aligned} \text{Days in March} - \text{Prorated days in March} &= \text{Days of benefits lost} \\ 31 - 24 &= 7 \text{ days.} \end{aligned}$$

To obtain the average, sum the total number of days together for every household counted in Line 6b and divide by the number of households counted in Line 6b.

- Rounded to the nearest whole number

Line 8. The total number of late SAR 7s & RRRs received from households within the First Month Following Data Cohort Month that were disposed and subsequently deemed ineligible.

- The Program has a Customer Report with a Submit Month equal to the Data Cohort Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet
The latest Status Date of the 'Received' CalFresh Customer Report status is within the month immediately following the Data Cohort Month.	The latest Status Date of the 'Received' CalFresh Customer Report status is within the month immediately following the Data Cohort Month.

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Status Date of the 'Complete – EDBC Accepted' Customer Report status is during or after the month immediately following the Data Cohort Month.
- The EDBC that was run to complete the SAR 7 or RRR established a 'Denied' or 'Discontinued' program status effective for the first of the month immediately following the Data Cohort Month.

2.3.1.5 SAR 7s & RRRs Not Renewed

Lines 2 through 8 of the CF 18 report account for those SAR 7s and RRRs that were received and subsequently disposed. The following lines, 9 through 16, account for those SAR 7s and RRRs that were due for submission, the household does not renew and submits an application that is disposed within the 4 months following the Data Cohort Month. If a household does not renew and submits a new application during or after the fifth month after the Data Cohort Month, the household will not be counted in Lines 9 through 16, it will only be counted in Line 1.

The following criteria, common to Lines 9 through 16, defines a household that does not renew:

- The SAR 7 or CalFresh RE packet due for the Data Cohort Month does not have a status of 'Complete – EDBC Accepted' meaning that the Customer Report is resting in a different status such as received, and the household can't be considered renewed.
- The program had a Discontinuance effective for the first month after the Data Cohort Month that occurred during or after the Data Cohort Month.

Lines 9 through 16 also speak to the submission of a new application by the household for the CalFresh program. Logic will not check for a specific application type. The application may be a New, Restoration or Reapplication type. ICT applications are excluded.

Note: In the scenario that a SAR 7 or CalFresh RE packet is generated and the automated batch processes Discontinue the program, the SAR 7 or CalFresh RE packet will not have a 'Complete – EDBC Accepted' Status. The Customer Report will remain in the same status it was in at the time of the Discontinuance.

Line 9. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits.

- A Program Application was created in the first month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application has an Approval event that occurred during or after the first month following the Data Cohort Month. This condition is consistent with the phrase "subsequently deemed eligible".

Line 10. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the First Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdraws) for benefits.

- A Program Application was created in the first month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application has a Denial event that occurred during or after the first month following the Data Cohort Month. This condition is consistent with the phrase "subsequently deemed ineligible".
- The Program Application does not have an Approval event subsequent to the Denial event. The existence of an Approval event constitutes churn and takes precedence over the denial. Such a scenario would be considered deemed eligible on the appropriate line.

Line 11. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month were disposed and subsequently deemed eligible (include withdraws) for benefits.

- A Program Application was created in the second month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application has an Approval event that occurred during or after the second month following the Data Cohort Month. This condition is consistent with the phrase "subsequently deemed eligible".

Line 12. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Second Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdraws) for benefits.

- A Program Application was created in the second month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application has a Denial event that occurred during or after the second month following the Data Cohort Month. This condition is consistent with the phrase "subsequently deemed ineligible".

- The Program Application does not have an Approval event subsequent to the Denial event. The existence of an Approval event constitutes churn and takes precedence over the denial. Such a scenario would be considered deemed eligible on the appropriate line.

Line 13. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits.

- A Program Application was created in the third month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application has an Approval event that occurred during or after the third month following the Data Cohort Month. This condition is consistent with the phrase "subsequently deemed eligible".

Line 14. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Third Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdraws) for benefits.

- A Program Application was created in the third month following the Data Cohort Month.
- The Program Application has a Denial event that occurred during or after the third month following the Data Cohort Month. This condition is consistent with the phrase "subsequently deemed ineligible".
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application does not have an Approval event subsequent to the Denial event. The existence of an Approval event constitutes churn and takes precedence over the denial. Such a scenario would be considered deemed eligible on the appropriate line.

Line 15. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month were disposed and subsequently deemed eligible for benefits.

- A Program Application was created in the fourth month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.

- The Program Application has an Approval event that occurred during or after the fourth month following the Data Cohort Month. This condition is consistent with the phrase “subsequently deemed eligible”.

Line 16. The total number of SAR 7 & RRR households who do not renew in the Data Cohort Month, but submit a new application in the Fourth Month Following Data Cohort Month were disposed and subsequently deemed ineligible (include withdraws) for benefits.

- A Program Application was created in the fourth month following the Data Cohort Month.
- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The Program Application has a Denial event that occurred during or after the fourth month following the Data Cohort Month. This condition is consistent with the phrase “subsequently deemed ineligible”.
- The Program Application does not have an Approval event subsequent to the Denial event. The existence of an Approval event constitutes churn and takes precedence over the denial. Such a scenario would be considered deemed eligible on the appropriate line.

2.3.2 Churn Measurement #2

The share of applications from households that participated CalFresh/CFAP in the recent past.

The Data Cohort Month is the month that is 1 month prior to the submission month. The submission month is the month that the report is due to be submitted to CDSS and it is also the month that the automated report will generate.

The criteria for the following lines will refer to specific Customer Reporting Types:

- SAR 7
- CF RE Packet
- CW/CF RE Packet

The SAR 7 and CW/CF RE Packets specifically maintain a sequence of statuses for both the CalFresh and CalWORKs programs on the Customer Reporting Detail page. For example, a SAR 7 may be 'Not Applicable' for CalFresh and 'Complete – EDBC Accepted' for CalWORKs. For the purposes of the CF 18 report, only the Customer Report statuses that are applicable to the CalFresh program will be evaluated.

Lines within churn measurement #2 refer to a SAR 7 or RRR due in a specific month. The following two sets of criteria determine if a household was due to submit a SAR 7 or RRR in a given month:

SAR 7

- The Program is CalFresh.
- The Program Status was Active or Ineligible as of the first day of the specific month. Program status historic information will be evaluated to determine what the status was as of the first day of the specific month.
- The program has a SAR Due Month equal to the specific month. The determination of the SAR Due Month in the automated systems is a real time calculation based on the Reporting Type (Semi-Annual Reporting or Semi-Annual Reporting Annually) and the RE Due Month. This same logic as used by the online pages will be replicated.

Note: The SAR Due Month as displayed on the CalFresh Detail page in the automated systems does not display retro or passed SAR Due Months if a new more recent SAR Due Month is established.

RRR

- The Program is CalFresh.
 - The Program Status was Active or Ineligible as of the first day of the specific month. Program status historic information will be evaluated to determine what the status was as of the first day of the specific month.
 - The program has a RE with a due month equal to the specific month.
 - The RE was not created after the specific month. More specifically, the RE was created during or before the specific month meaning during the particular month, the household was due to submit an RE.
-
- The RE Completion Reason is blank meaning the RE was not processed or re-evaluated.
OR
 - The RE Completion Reason is 'Processed' meaning the RE was processed.
OR
 - Exclude REs with a Completion Reason that is NOT 'Processed' and the Completion Date is before the specific month. For example, if a RE is due in the specific month and it is completed 2 months prior with a reason of No Longer Valid because a new RE period is established, this is not a household to be counted as due to submit RRR in the specific month. This condition will exclude these scenarios.

Logic that evaluates program application information will exclude ICT applications.

Reference Appendix Section 7.1 for a visual example of the lines within measurement #2.

2.3.2.1 All CalFresh applications disposed of during the Data Cohort Month

Line 17. The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month

- The Program is CalFresh
- A Program Application was created during or before the Data Cohort Month
- The initial Program Application disposition event (Denial or Approval) occurred during the Data Cohort Month

Note: This line does not have a breakout of counts between SAR 7 and RRR categories; it is a single count of all disposed CalFresh applications (CF 285) during the Data Cohort Month.

Line 18. The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month from a household who participated in CalFresh/CFAP within the prior four full calendar months

This line is a subset of Line 17.

Of applications included in Line 17, apply the following conditions:

- The program has an Active or Ineligible status for any day within the four months prior to the Data Cohort Month.

Example 1: The Data Cohort Month is November 2019 and a CalFresh application is approved during the Data Cohort Month for Case A. Case A was Active on the CalFresh program through July 31st of 2019 and became discontinued effective August 1st, 2019. The approved application will be counted in Line 18 because Case A participated in CalFresh during July, which is within the prior four full calendar months.

2.3.2.2 Total applications from households with a recent (Within the Prior Four Full Calendar Months) SAR 7 or RRR

Line 19. The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month from a household who was required to submit a SAR 7 or RRR within the prior four full calendar months.

This line should equal the sum, for the respective column (SAR 7/RRR) of Lines 20, 21, 22, 23, 24, 25, 26, 27 and 28. Reference the specific criteria of each line below.

2.3.2.3 Denied Applications with Recent SAR 7 or RRR-related restoration

Line 20. The total number of denied CalFresh and CFAP applications disposed of during the Data Cohort Month from a household who was required to submit a

SAR 7 or RRR and whose case was restored in the First Month Prior to Data Cohort Month

This line is a subset of Line 17.

Of applications included in Line 17, apply the following conditions:

- The Program has a SAR 7 with a Submit Month that is two months prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7

Note: Only the SAR 7 is evaluated as the Restoration of Aid Waiver is not applicable to an RRR.

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the month prior to the Data Cohort Month
- The program was restored under the restoration of aid waiver process during the month prior to the Data Cohort Month
- A Program Application was created after the SAR 7 Discontinuance
- The Program Application Initial Denial event is during the Data Cohort Month AND the Program Application does NOT have a subsequent Approval event

Examples:

January	February	March (Data Cohort Month)
<ul style="list-style-type: none"> • The CalFresh Program is Active as of January 1st • The Customer Report is due by January 31st • The worker Discontinues the CalFresh program on January 25th effective for February 1 for missing SAR 7. 	<ul style="list-style-type: none"> • The CalFresh Program is Discontinued effective February 1st • The CalFresh Program is reinstated under the Restoration of Aid Waiver 	<ul style="list-style-type: none"> • The CalFresh application received in January is disposed to be Denied

<ul style="list-style-type: none"> • A CalFresh application is received after the Discontinuance 		
<ul style="list-style-type: none"> • The CalFresh Program is Active as of January 1st • The Customer Report is due by January 31st • The worker Discontinues the CalFresh program on January 25th effective for February 1 for missing SAR 7. 	<ul style="list-style-type: none"> • The CalFresh Program is Discontinued effective February 1st • A CalFresh application is received • The CalFresh Program is reinstated under the Restoration of Aid Waiver 	<ul style="list-style-type: none"> • The CalFresh application received in the prior month is disposed to be Denied
<ul style="list-style-type: none"> • The CalFresh Program is Active as of January 1st • The Customer Report is due by January 31st • The worker Discontinues the CalFresh program on January 25th effective for February 1 for missing SAR 7. 	<ul style="list-style-type: none"> • The CalFresh Program is Discontinued effective February 1st • The CalFresh Program is reinstated under the Restoration of Aid Waiver 	<ul style="list-style-type: none"> • A CalFresh application is received and disposed to be Denied

Note: The circumstances in which the above scenarios will occur within the data and this line will populate with a value other than 0 are extremely rare.

2.3.2.4 Applications with recent SAR 7 or RRR correlated discontinuation (First Month Prior to Data Cohort Month)

Line 21. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is one month prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application Initial Denial event is during the Data Cohort Month AND the Program Application does NOT have a subsequent Approval event

Line 22. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the First Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is one month prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application has an Approval event during the Data Cohort Month

2.3.2.5 Applications with recent SAR 7 or RRR correlated discontinuation (Second Month Prior to Data Cohort Month)

Line 23. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR

7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is two months prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the month that is one month prior to the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application Initial Denial event is during the Data Cohort Month AND the Program Application does NOT have a subsequent Approval event

Line 24. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Second Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is two months prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the month that is one month prior to the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application has an Approval event during the Data Cohort Month

2.3.2.6 Applications with recent SAR 7 or RRR correlated discontinuation (Third Month Prior to Data Cohort Month)

Line 25. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is three months prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the month that is two months prior to the Data Cohort Month

- A Program Application was created during or before the Data Cohort Month
- The Program Application Initial Denial event is during the Data Cohort Month AND the Program Application does NOT have a subsequent Approval event

Line 26. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Third Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is three months prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the month that is two months prior to the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application has an Approval event during the Data Cohort Month

2.3.2.7 Applications with recent SAR 7 or RRR correlated discontinuation (Fourth Month Prior to Data Cohort Month)

Line 27. The total number of denied CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is four months prior to the Data Cohort Month.

- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.
- The program was Discontinued effective for the first of the month that is three months prior to the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application Initial Denial event is during the Data Cohort Month AND the Program Application does NOT have a subsequent Approval event

Line 28. The total number of approved CalFresh and CFAP applications disposed of during Data Cohort Month from a household who was required to submit a SAR 7 or RRR and whose case was closed/discontinued in the Fourth Month Prior to Data Cohort Month

- The Program has a Customer Report with a Submit Month that is four months prior to the Data Cohort Month.
- The Program Status was Active or Ineligible as of the first day of the Customer Report Submit Month. Program status historic information will be evaluated to determine what the status was as of the first day of the Submit Month.

SAR 7	RRR
The Customer Report Type is: <ul style="list-style-type: none"> ○ SAR 7 	The Customer Report Type is one of the following: <ul style="list-style-type: none"> ○ CF RE Packet ○ CW/CF RE Packet

- The latest status of the Customer Report is NOT 'Not Applicable'. In this scenario, the worker has determined that the Customer Report is not applicable to CalFresh and will not be processed for CalFresh.

- The program was Discontinued effective for the first of the month that is three months prior to the Data Cohort Month
- A Program Application was created during or before the Data Cohort Month
- The Program Application has an Approval event during the Data Cohort Month

2.3.3 Average Days to Process

CalFresh applications reported within this section of the CF 18 are independent of Churn Measurements 1 and 2. The month to be evaluated for application dispositions is the month prior to the CF 18 Submission Month.

Lines 29 through 38 require a calculation of application processing times. The determination of application processing time is as follows:

- The Program Application is NOT an ICT
- The disposition of the Program Application is 'Approved' (See note below)
- The approval event date of the Program Application occurred during the month immediately prior to the CF 18 Submission Month

Non-Expedited Service

- Calculate the days between the initial Pended date of the application and the initial approval event date (see Note 1 above)

Expedited Service

Within the Expedited Service section of the CalFresh Detail page for the program application, the latest record (File or Discovery) will be evaluated for the processing time.

- Calculate the days between the file date and the EDBC run date (when there does NOT exist an Expedited Service discovery date)
OR
- Calculate the days between the EDBC run date and the Expedited Service discovery date (when there exists an Expedited Service discovery date)
- Weekends will count as a single day

2.3.3.1 Initial Applications with Expedited Service

Line 29. The average number of days to approval of initial CalFresh and CFAP applications with expedited service from the date of application or date of discovery, if applicable

This average calculation is applicable to those applications included in Lines 29 through 31.

- Calculate the following:

(Sum the processing times for all applications in Lines 29 through 31) / (The number of applications counted in Lines 29 through 31)

- Rounded to the nearest whole number

Line 30. The total number of initial applications with expedited service approved within one to three days

- Within the county, the household has never received CalFresh benefits
- The Program Application is entitled to Expedited Service
- The application processing time is between 1 and 3 days (inclusive)

Line 31. The total number of initial applications with expedited service approved within four to seven days

- Within the county, the household has never received CalFresh benefits
- The Program Application is entitled to Expedited Service
- The application processing time is between 4 and 7 days (inclusive)

Line 32. The total number of initial applications with expedited service approved over seven days

- Within the county, the household has never received CalFresh benefits
- The Program Application is entitled to Expedited Service
- The application processing time is greater than 7 days

2.3.3.2 Initial Applications with Non-Expedited Service

Line 33. The average number of days to approval of initial applications with non-expedited service from the date of application

This average calculation is applicable to those applications included in Lines 33 through 37.

- Calculate the following:

(Sum the processing times for all applications in Lines 33 through 37) / (The number of applications counted in Lines 33 through 37)

- Rounded to the nearest whole number

Line 34. The total number of initial applications non-expedited service approved within one to seven days

- Within the county, the household has never received CalFresh benefits
- The Program Application is NOT entitled to Expedited Service
- The application processing time is between 1 and 7 days (inclusive)

Line 35. The total number of initial applications non-expedited service approved within eight to fifteen days

- Within the county, the household has never received CalFresh benefits
- The Program Application is NOT entitled to Expedited Service
- The application processing time is between 8 and 15 days (inclusive)

Line 36. The total number of initial applications non-expedited service approved within sixteen to twenty-two days

- Within the county, the household has never received CalFresh benefits
- The Program Application is NOT entitled to Expedited Service
- The application processing time is between 16 and 22 days (inclusive)

Line 37. The total number of initial applications non-expedited service approved within twenty-three to thirty days

- Within the county, the household has never received CalFresh benefits
- The Program Application is NOT entitled to Expedited Service
- The application processing time is between 23 and 30 days (inclusive)

Line 38. The total number of initial applications non-expedited service approved over thirty days

- Within the county, the household has never received CalFresh benefits
- The Program Application is NOT entitled to Expedited Service
- The application processing time is greater than 30 days

2.4 Report Attributes

Table 1 – Report Attributes

Attribute	Description/Value
Name	CF 18
Report Type	Scheduled
Report Format	Excel

Attribute	Description/Value
Execution Frequency	C-IV: Monthly to be available by the 7 th business day of each month LRS/CalSAWS: Monthly to be available by the 4 th business day of each month
Pre-Conditions	After the successful completion of the SAR 7 Discontinuance Processes
Post-Conditions	N/A

2.5 Field Level Definitions

The following sections include the titles and descriptions of each column in the detailed backup worksheets of the report.

The system logos displayed in the header of the detailed worksheets will be based on the system that generates the report. The CF 18 reports generated in C-IV will display the C-IV logo and the CF 18 reports generated in LRS/CalSAWS will display the LRS logo.

2.5.1 Measurement #1 – Detailed Worksheet

This detailed worksheet provides the detailed backup information supporting metrics related to Churn Measurement #1, which are Lines 1 through 16 on the CF 18.

A static total box will display toward the top of the worksheet containing summary counts by SAR 7 or RRR based on the “SAR 7/RRR” column in the detailed listing of the worksheet. A dynamic total box will also display toward the upper right side of the worksheet that contains a dynamic count of detailed records displayed based on any filters that are applied.



CF 18

Butte

Run Date: OCT-02-19 09:08 PM

Data Cohort Month: 05/2019

Churn Measurement #1

[Summary](#)

		SAR 7		RRR						Total:		21	
		Total		13		8						21	
Category	Line	SAR 7/RRR	Worker ID	Case Number	Case Name	Customer Report			Disposition	Prorated Days	Program Application		
						Type	Received Date	Completed Date			Application File Date	Disposition	Disposition Date
Timely	1 Only	SAR 7	04LS000001	0000001	CASE NAME 01	SAR 7							
Timely	2	SAR 7	04LS000001	0000002	CASE NAME 02	SAR 7	04/29/2019	04/30/2019	eligible				
Timely	3	SAR 7	04LS000001	0000003	CASE NAME 03	SAR 7	05/04/2019	05/06/2019	eligible				
Timely	3	RRR	04LS000001	0000004	CASE NAME 04	CF RE Packet	05/03/2019	05/03/2019	ineligible				
Timely	2	RRR	04LS000001	0000005	CASE NAME 05	CW/CF RE Packet	05/09/2019	05/11/2019	eligible				
Timely	3	SAR 7	04LS000001	0000006	CASE NAME 06	SAR 7	05/09/2019	05/15/2019	ineligible				
Timely	2	RRR	04LS000001	0000007	CASE NAME 07	CF RE Packet	05/14/2019	05/16/2019	eligible				
Untimely	4	SAR 7	04LS000001	0000008	CASE NAME 08	SAR 7	05/12/2019	05/14/2019	eligible				
Untimely	5	SAR 7	04LS000001	0000009	CASE NAME 09	SAR 7	05/25/2019	05/28/2019	ineligible				
Untimely	4	RRR	04LS000001	0000010	CASE NAME 10	CF RE Packet	05/17/2019	05/18/2019	eligible				
Untimely	5	RRR	04LS000001	0000011	CASE NAME 11	CW/CF RE Packet	05/29/2019	05/30/2019	ineligible				
Late	6a	SAR 7	04LS000001	0000012	CASE NAME 12	SAR 7	06/02/2019	06/02/2019	eligible				
Late	8	RRR	04LS000001	0000013	CASE NAME 13	CF RE Packet	06/04/2019	06/05/2019	ineligible				
Late	6b	SAR 7	04LS000001	0000014	CASE NAME 14	SAR 7	06/12/2019	06/14/2019	eligible	18			
Not Renewed	9	SAR 7	04LS000001	0000015	CASE NAME 15	SAR 7					06/12/2019	Approved	06/28/2019
Not Renewed	10	SAR 7	04LS000001	0000016	CASE NAME 16	SAR 7					06/25/2019	Denied	07/14/2019
Not Renewed	12	SAR 7	04LS000001	0000017	CASE NAME 17	SAR 7	05/29/2019				07/08/2019	Denied	07/28/2019
Not Renewed	11	RRR	04LS000001	0000018	CASE NAME 18	CF RE Packet					07/26/2019	Approved	08/04/2019
Not Renewed	13	RRR	04LS000001	0000019	CASE NAME 19	CW/CF RE Packet					08/04/2019	Approved	08/05/2019
Not Renewed	14	SAR 7	04LS000001	0000020	CASE NAME 20	SAR 7	05/26/2019				08/16/2019	Denied	08/24/2019
Not Renewed	15	SAR 7	04LS000001	0000021	CASE NAME 21	SAR 7					09/04/2019	Approved	09/16/2019

Figure 2.5.1-1 – Measurement #1 – Detailed Worksheet

Table 3 – Measurement #1 Field Level Definitions

Column Name	Column Description
Category	<p>This column will display a category value per the layout of the lines for Churn Measurement #1 on the CF 18. Possible values for this column are:</p> <ul style="list-style-type: none"> • Not Renewed – No Application – If the household was due to submit a SAR 7 or RRR in the data cohort month and reported on Line 1 but does not meet the criteria for any of the categorization lines, 2 through 16 on the CF 18. • Timely – If the SAR 7 or RRR was received timely and reported on Line 2 or Line 3 of the CF 18 • Untimely – If the SAR 7 or RRR was received untimely and reported on Line 4 or Line 5 of the CF 18 • Late – If the SAR 7 or RRR was received late and reported on Lines 6a, 6b or 8 of the CF 18 • Not Renewed – With Application – If the household did not renew and is included in one of the Lines, 9 through 16, of the CF 18
Line	<p>This column will display a value for which line of the CF 18 the detail row was included on.</p> <p>Detailed rows only included in Line 1 that are not included in Lines 2 through 16 will have a value of "1 Only" in this field as all other rows in this detail worksheet are included in Line 1.</p> <p>Because Line 6 is the summation of Line 6a and 6b, detailed rows included in Line 6a or 6b will populate with "6a" or "6b" in this column. This column will never populate with just a "6".</p>
SAR 7/RRR	<p>This column will display one of the following values:</p> <ul style="list-style-type: none"> • SAR 7 – If the detail row is applicable to the SAR 7 column of the CF 18 • RRR – If the detail row is applicable to the RRR column of the CF 18
Worker ID	<p>The worker number of the latest primary worker assigned to the CalFresh program as of the end of the report period.</p>
Case Number	<p>The Case Number of the Case</p>
Case Name	<p>The Case Name of the Case</p>
Customer Report – Type	<p>The type of the customer report that was due to be submitted. Possible values for this column are:</p> <ul style="list-style-type: none"> • SAR 7 • CF RE Packet • CW/CF RE Packet

Column Name	Column Description
Customer Report – Received Date	The latest Received Date of the customer report that was due to be submitted formatted as MM/DD/YYYY. If the customer report has multiple received dates, the latest received date will be displayed. This column may be blank if the customer report was never returned and doesn't have a status of received.
Customer Report – Completed Date	The status date of the Complete – EDBC Accepted status associated to the customer report that was due to be submitted. This field will be formatted as MM/DD/YYYY. This column may be blank if the customer report was never completed.
Disposition	The resulting disposition of the customer report processing. Possible values for this column are: <ul style="list-style-type: none"> • eligible – If the household was determined to be eligible • ineligible – If the household was determined to be ineligible Lines 2 through 8 of the CF 18 reports distinguish between SAR 7s and RRRs processed to be eligible or ineligible. This column can be used to distinguish these populations. This column will be blank if the customer report was never completed.
Prorated Days	A whole number signifying the number of prorated days resulting from the EDBC that processed the customer report. This column provides supporting backup information for Line 7 of the CF 18, which is a calculation of average number of days in which a household experienced a loss of benefits.
Program Application – Application File Date	A date signifying when an additional program application was Pended after a household did not renew a SAR 7 or RRR. This field will be formatted as MM/DD/YYY and is only applicable to detail rows associated to Lines 9 through 16 of the CF 18.
Program Application – Disposition	The disposition event of the program application that was Pended after a household did not renew a SAR 7 or RRR. This field is only applicable to detail rows associated to Lines 9 through 16.
Program Application – Disposition Date	The date associated to the program application disposition event formatted as MM/DD/YYYY.

Sort Order: The rows within this worksheet will be initially ordered by the Line and Case Number columns ascending.

2.5.2 Measurement #2 – Detailed Worksheet

This detailed worksheet provides the detailed backup information supporting metrics related to Churn Measurement #2, which are Lines 17 through 28 on the CF 18.

A static total box will display toward the top of the worksheet containing summary counts by SAR 7 or RRR based on the “SAR 7/RRR” column in the detailed listing of the worksheet. A dynamic total box will also display toward the upper right side of the worksheet that contains a dynamic count of detailed records displayed based on any filters that are applied.

The holistic population of Churn Measurement #2 is captured on Line 17, which is “The total number of CalFresh and CFAP applications disposed of during the Data Cohort Month”. Line 18, which is “the total number of CalFresh and CFAP applications disposed of during the Data Cohort Month from a CalFresh household who participated in CalFresh/CFAP within the prior four full calendar months” is a subset of Line 17. Similarly, Line 19, which is “the total number of CalFresh and CFAP applications disposed of during the Data Cohort Month from a household who had a SAR 7 or RRR due within the prior four full calendar months” is also a subset of Line 17. Cases counted in Line 19 may be included in Line 18, however Line 19 is not a direct subset of Line 18. The Line 19 population is then broken down into different categories as displayed by Lines 20 through 28. The “Measurement #2” detailed worksheet will contain details for the entire population on Line 17. This worksheet will also include columns that allow workers to easily filter the details down to the Line 18 and Line 19 populations as well as the sub lines (20 through 28) within Line 19.


 CF 18 Butte Run Date: OCT-02-19 09:08 PM Data Cohort Month: 09/2019 Churn Measurement #2														
												Summary		
										SAR 7	RRR	Total:	17	
										Total	8	7	Total:	17
Line 17	Line 18	Line 19	Category	Line 20-28	SAR 7/RRR	Worker ID	Case Number	Case Name	Program Application		Customer Report			
									Disposition	Disposition Date	Submit Month			
Y						04LS000001	0000001	CASE NAME 01	Approved	09/08/2019				
Y	Y					04LS000001	0000002	CASE NAME 02	Approved	09/26/2019				
Y	Y	Y	Denied Apps With Recent SAR/RRR-Related Restoration	20	RRR	04LS000001	0000003	CASE NAME 03	Denied	09/19/2019	07/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (First month prior to DCM)	21	SAR 7	04LS000001	0000004	CASE NAME 04	Approved	09/02/2019	08/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (First month prior to DCM)	22	SAR 7	04LS000001	0000005	CASE NAME 05	Denied	09/05/2019	08/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (First month prior to DCM)	22	RRR	04LS000001	0000006	CASE NAME 06	Denied	09/08/2019	08/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Second month prior to DCM)	23	RRR	04LS000001	0000007	CASE NAME 07	Approved	09/26/2019	07/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Second month prior to DCM)	23	SAR 7	04LS000001	0000008	CASE NAME 08	Approved	09/19/2019	07/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Second month prior to DCM)	24	RRR	04LS000001	0000009	CASE NAME 09	Denied	09/17/2019	07/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Third month prior to DCM)	25	SAR 7	04LS000001	0000010	CASE NAME 10	Approved	09/08/2019	06/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Third month prior to DCM)	25	SAR 7	04LS000001	0000011	CASE NAME 11	Approved	09/26/2019	06/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Third month prior to DCM)	26	RRR	04LS000001	0000012	CASE NAME 12	Denied	09/19/2019	06/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Fourth month prior to DCM)	27	RRR	04LS000001	0000013	CASE NAME 13	Denied	09/17/2019	05/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Fourth month prior to DCM)	27	SAR 7	04LS000001	0000014	CASE NAME 14	Approved	09/08/2019	05/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Fourth month prior to DCM)	28	RRR	04LS000001	0000015	CASE NAME 15	Approved	09/26/2019	05/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Fourth month prior to DCM)	28	SAR 7	04LS000001	0000016	CASE NAME 16	Denied	09/19/2019	05/2019			
Y	Y	Y	Apps With Recent SAR 7/RRR Disc (Fourth month prior to DCM)	28	SAR 7	04LS000001	0000017	CASE NAME 17	Approved	09/17/2019	05/2019			

Figure 2.5.2-1 – Measurement #2 – Detailed Worksheet

Table 3 – Measurement #2 Field Level Definitions

Column Name	Column Description
Line 17	This column will display a "Y" for every row in this worksheet because this population encompasses the entire Line 17 population.
Line 18	This column will display a 'Y' if the Case displayed in the detailed row is included in the Line 18 count as a CalFresh/CFAP application disposed of during the Data Cohort Month, otherwise the column will be blank.
Line 19	This column will display a 'Y' if the Case displayed in the detailed row is included in the Line 19 count as an application disposed of during the Data Cohort Month from a household who participated in CalFresh/CFAP within the prior four full calendar months, otherwise the column will be blank.
Category	<p>This column will display a category description per the CF 18 layout of lines 20 through 28 within Churn Measurement #2. This column will only be populated when the "Line 19" column displays a 'Y' because Line 19 is the sum of Lines 20 through 28. Possible values for this column are:</p> <ul style="list-style-type: none"> • Denied Apps With Recent SAR7/RRR-Related Restoration • Apps With Recent SAR 7/RRR Disc (First month prior to DCM) • Apps With Recent SAR 7/RRR Disc (Second month prior to DCM) • Apps With Recent SAR 7/RRR Disc (Third month prior to DCM) • Apps With Recent SAR 7/RRR Disc (Fourth month prior to DCM) • Blank – This column will be blank if the Line 19 column is blank. The blank signifies a disposed application from a household without a recent SAR 7 or RRR <p>Note: The following "Line 20 – 28" column will identify on which line within the above categories each Case is reported on the CF 18. For example, the category of "Apps with Recent SAR 7/RRR Disc (First month prior to DCM)" includes Lines 21 and 22, so the "Line 20 – 28" column will populate with either a '21' or '22'.</p>

Column Name	Column Description
Line 20 - 28	<p>This column will display a value for which specific line (20 through 28) of the CF 18 the detail row was included on in Churn Measurement #2. This column will only be populated when the "Line 19" column displays a 'Y'. Possible values for this column are:</p> <ul style="list-style-type: none"> • 20 • 21 • 22 • 23 • 24 • 25 • 26 • 27 • 28 • Blank – This column will be blank if the Line 19 column is blank. The blank signifies a disposed application from a household without a recent SAR 7 or RRR
SAR 7/RRR	<p>This column will display one of the following values:</p> <ul style="list-style-type: none"> • SAR 7 – If the detail row is applicable to the SAR 7 column of the CF 18 • RRR – If the detail row is applicable to the RRR column of the CF 18 • Blank - This column will be blank if the Line 19 column is blank because the SAR/RRR distribution is only applicable to Lines 19 through 28 within churn Measurement #2.
Worker ID	The worker number of the latest primary worker assigned to the CalFresh program as of the end of the report period.
Case Number	The Case Number of the Case
Case Name	The Case Name of the Case
Program Application - Disposition	The disposition event of the program application.
Program Application – Disposition Date	The date associated to the program application disposition event formatted as MM/DD/YYYY.
Customer Report Submit Month	The submit month of the Customer Report formatted as MM/YYYY. This column will assist with identifying in which of the 4 months prior to the Data Cohort Month the household was due to submit the SAR 7 or RRR. Possible values for this column are one of the 4 months before the Data Cohort Month. This column will only be populated when the "Line 19" column displays a 'Y'.

Sort Order: The rows within this worksheet will be initially ordered by the Line 20–28 and Case Number columns ascending. Blank values within the Line 20-28 column will display at the top of the ordered list.

2.5.3 Average Days to Process – Detailed Worksheet

This detailed worksheet provides the detailed backup information supporting metrics related to Lines 29 through 38 on the CF 18.

Butte																																																																																																					
Run Date: OCT-02-19 09:08 PM																																																																																																					
Average Days to Process (ADP)																																																																																																					
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											6																																																																																										
<table border="1"> <thead> <tr> <th rowspan="2">Category</th> <th rowspan="2">Line</th> <th rowspan="2">Worker ID</th> <th rowspan="2">Case Number</th> <th rowspan="2">Case Name</th> <th colspan="3">Program Application</th> <th colspan="3">Expedited Service</th> <th rowspan="2">Days to Process</th> </tr> <tr> <th>Initial Application (Y/N)</th> <th>Application File Date</th> <th>Disposition Date</th> <th>Type</th> <th>Request Date</th> <th>EDBC Run Date</th> </tr> </thead> <tbody> <tr> <td>Initial Applications with Expedited Service</td> <td>29</td> <td>04LS000001</td> <td>0000001</td> <td>CASE NAME 01</td> <td>Y</td> <td></td> <td></td> <td>Discovery</td> <td>9/27/2019</td> <td>9/27/2019</td> <td>0</td> </tr> <tr> <td>Initial Applications with Expedited Service</td> <td>30</td> <td>04LS000001</td> <td>0000002</td> <td>CASE NAME 02</td> <td>Y</td> <td></td> <td></td> <td>File</td> <td>09/04/2019</td> <td>9/9/2019</td> <td>5</td> </tr> <tr> <td>Initial Applications with Expedited Service</td> <td>31</td> <td>04LS000001</td> <td>0000003</td> <td>CASE NAME 03</td> <td>Y</td> <td></td> <td></td> <td>File</td> <td>09/16/2019</td> <td>9/24/2019</td> <td>8</td> </tr> <tr> <td>Initial Applications with Non-Expedited Service</td> <td>33</td> <td>04LS000001</td> <td>0000006</td> <td>CASE NAME 06</td> <td>Y</td> <td>09/06/2019</td> <td>09/08/2019</td> <td></td> <td></td> <td></td> <td>2</td> </tr> <tr> <td>Initial Applications with Non-Expedited Service</td> <td>34</td> <td>04LS000001</td> <td>0000007</td> <td>CASE NAME 07</td> <td>Y</td> <td>09/01/2019</td> <td>09/10/2019</td> <td></td> <td></td> <td></td> <td>9</td> </tr> <tr> <td>Initial Applications with Non-Expedited Service</td> <td>35</td> <td>04LS000001</td> <td>0000008</td> <td>CASE NAME 08</td> <td>Y</td> <td>09/12/2019</td> <td>09/28/2019</td> <td></td> <td></td> <td></td> <td>16</td> </tr> </tbody> </table>												Category	Line	Worker ID	Case Number	Case Name	Program Application			Expedited Service			Days to Process	Initial Application (Y/N)	Application File Date	Disposition Date	Type	Request Date	EDBC Run Date	Initial Applications with Expedited Service	29	04LS000001	0000001	CASE NAME 01	Y			Discovery	9/27/2019	9/27/2019	0	Initial Applications with Expedited Service	30	04LS000001	0000002	CASE NAME 02	Y			File	09/04/2019	9/9/2019	5	Initial Applications with Expedited Service	31	04LS000001	0000003	CASE NAME 03	Y			File	09/16/2019	9/24/2019	8	Initial Applications with Non-Expedited Service	33	04LS000001	0000006	CASE NAME 06	Y	09/06/2019	09/08/2019				2	Initial Applications with Non-Expedited Service	34	04LS000001	0000007	CASE NAME 07	Y	09/01/2019	09/10/2019				9	Initial Applications with Non-Expedited Service	35	04LS000001	0000008	CASE NAME 08	Y	09/12/2019	09/28/2019				16
Category	Line	Worker ID	Case Number	Case Name	Program Application			Expedited Service			Days to Process																																																																																										
					Initial Application (Y/N)	Application File Date	Disposition Date	Type	Request Date	EDBC Run Date																																																																																											
Initial Applications with Expedited Service	29	04LS000001	0000001	CASE NAME 01	Y			Discovery	9/27/2019	9/27/2019	0																																																																																										
Initial Applications with Expedited Service	30	04LS000001	0000002	CASE NAME 02	Y			File	09/04/2019	9/9/2019	5																																																																																										
Initial Applications with Expedited Service	31	04LS000001	0000003	CASE NAME 03	Y			File	09/16/2019	9/24/2019	8																																																																																										
Initial Applications with Non-Expedited Service	33	04LS000001	0000006	CASE NAME 06	Y	09/06/2019	09/08/2019				2																																																																																										
Initial Applications with Non-Expedited Service	34	04LS000001	0000007	CASE NAME 07	Y	09/01/2019	09/10/2019				9																																																																																										
Initial Applications with Non-Expedited Service	35	04LS000001	0000008	CASE NAME 08	Y	09/12/2019	09/28/2019				16																																																																																										

Figure 2.5.3-1 – Average Days to Process – Detailed Worksheet

Table 3 – Average Days to Process Field Level Definitions

Column Name	Column Description
Category	<p>This column will display a category value per the layout of Lines 29 through 38 on the CF 18. Possible values for this column are:</p> <ul style="list-style-type: none"> Initial Applications with Expedited Service Initial Applications with Non-Expedited Service
Line	<p>This column will display a value for which line of the CF 18 the detail row was included on within the Average Days to Process (ADP) section of the CF 18. Possible values for this column are:</p> <ul style="list-style-type: none"> 30 31 32 34 35 36 37 38 <p>This column will not populate with line numbers "29" or "33" because these are calculations for average number of days to approval.</p>
Worker ID	The worker number of the latest primary worker assigned to the CalFresh program as of the end of the report period.
Case Number	The Case Number of the Case

Column Name	Column Description
Case Name	The Case Name of the Case
Program Application – Initial Application (Y/N)	This column will populate with a 'Y' if the application is considered initial based on the CF 18 definition of initial, otherwise the column will populate with a 'N'
Program Application – Application File Date	A date signifying when an additional program application was Pended formatted as MM/DD/YYYY.
Program Application – Disposition Date	The date that the program application was dispositioned formatted as MM/DD/YYYY.
Expedited Service – Type	<p>The latest Type as displayed in the Expedited Service section of the CalFresh Detail Page. Possible values for this column are:</p> <ul style="list-style-type: none"> • File • Discovery <p>Note: If the Expedited Service section of the CalFresh Detail page displays a row for File and a row for Discovery, this column will be based on the latest Expedited Service record for the application.</p>
Expedited Service – Request Date	<p>The Request Date associated to the latest Type as displayed in the Expedited Service section of the CalFresh Detail Page formatted as MM/DD/YYYY.</p> <p>Note: If the Expedited Service section of the CalFresh Detail page displays a row for File and a row for Discovery, this column will be based on the latest Expedited Service record for the application.</p>
Expedited Service – EDBC Run Date	The run date of the EDBC that processed Expedited Service formatted as MM/DD/YYYY.
Days to Process	A whole number signifying the days that were taken to process the program application. See section 2.3.3 for specific criteria to calculate the days to process.

Sort Order: The rows within this worksheet will be initially ordered by the Line and Case Number columns ascending.

2.6 Report Location

Global: Reports

Local: Scheduled

Task: State

Title: CF 18

Report Description: CalFresh Caseload Churn Monthly Caseload Report

2.7 Counties Impacted

All counties are impacted.

2.8 Security Updates

Security Rights



Security Right	Right Description	Right to Group Mapping
CF18	CF 18;	C-IV/CalSAWS: State Reports CalSAWS: LRS Reports Access – State Reports

Security Groups

The following security groups are existing:

Security Group	Group Description	Group to Role Mapping
State Reports	State Reports	N/A – Group to Role mappings will not be modified.
LRS Reports Access – State Reports	Report access for state reports	N/A – Group to Role mappings will not be modified.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Reports	CF 18 Report Mockup	 CF 18 Report Mockup.xlsx
2	Security	Security Matrix	 CIV-100878 CA-201836 Security I

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.1.11	The LRS shall support all reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures, including statistical, operational, workload, and fiscal reports.	This SCR will introduce the CF 18 report which is a state mandated report. Automation of this report complies with the listed requirement.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

N/A

7 APPENDIX

7.1 CF 18 Schedule and Cohort Month Examples

The below charts outline due dates and corresponding Cohort months for Churn Measurements #1 and #2.

Churn Measurement #1

1	2	3	4	5	6
Data Cohort Month	1 st Month following Data Cohort Month	2 ND Month following Data Cohort Month	3 RD Month following Data Cohort Month	4 TH Month following Data Cohort Month	Submission Month
September '20	October '20	November '20	December '20	January '21	February 20, 2021
October '20	November '20	December '20	January '21	February '21	March 20, 2021
November '20	December '20	January '21	February '21	March '21	April 20, 2021
December '20	January '21	February '21	March '21	April '21	May 20, 2021
January '21	February '21	March '21	April '21	May '21	June 20, 2021
February '21	March '21	April '21	May '21	June '21	July 20, 2021
March '21	April '21	May '21	June '21	July '21	August 20, 2021
April '21	May '21	June '21	July '21	August '21	September 20, 2021
May '21	June '21	July '21	August '21	September '21	October 20, 2021
June '21	July '21	August '21	September '21	October '21	November 20, 2021
July '21	August '21	September '21	October '21	November '21	December 20, 2021
August '21	September '21	October '21	November '21	December '21	January 20, 2022

Churn Measurement #2

1	2	3	4	5	6
4 th Month Prior to Data Cohort Month	3 rd Month Prior to Data Cohort Month	2 nd Month Prior to Data Cohort Month	1 st Month Prior to Data Cohort Month	Data Cohort Month	Submission Month
September '20	October '20	November '20	December '20	January '21	February 20, 2021
October '20	November '20	December '20	January '21	February '21	March 20, 2021
November '20	December '20	January '21	February '21	March '21	April 20, 2021
December '20	January '21	February '21	March '21	April '21	May 20, 2021
January '21	February '21	March '21	April '21	May '21	June 20, 2021
February '21	March '21	April '21	May '21	June '21	July 20, 2021
March '21	April '21	May '21	June '21	July '21	August 20, 2021
April '21	May '21	June '21	July '21	August '21	September 20, 2021
May '21	June '21	July '21	August '21	September '21	October 20, 2021
June '21	July '21	August '21	September '21	October '21	November 20, 2021
July '21	August '21	September '21	October '21	November '21	December 20, 2021
August '21	September '21	October '21	November '21	December '21	January 20, 2022

7.2 Churn Measurement #2 Line Item Visualization

Visualization of Churn Measurement #2 Lines. Note that these are example scenarios; this impage is not intended to display every possible scenario. Reference the specific recommendation section for Line item specifics.

Churn Measurement #2						
	February 2020	March 2020	April 2020	May 2020	June 2020	DCM July 2020
Line 17						Application Approved/Denied
Line 18	Participated in CalFresh at some point in one of these months					Application Approved/Denied
Line 19	SAR 7 or RRR Due in one of these months					Application Approved/Denied
Line 20				SAR/RRR Due	Case Disc 06/1 and restored in June under the Restoration of Aid Waiver	Application Denied
Line 21				SAR/RRR Due	Case Disc 06/1 for no SAR/RRR for May	Application Denied
Line 22				SAR/RRR Due	Case Disc 06/1 for no SAR/RRR for May	Application Approved
Line 23			SAR/RRR Due	Case Disc 05/1 for no SAR/RRR for Apr		Application Denied
Line 24			SAR/RRR Due	Case Disc 05/1 for no SAR/RRR for Apr		Application Approved
Line 25		SAR/RRR Due	Case Disc 04/1 for no SAR/RRR for Mar			Application Denied
Line 26		SAR/RRR Due	Case Disc 04/1 for no SAR/RRR for Mar			Application Approved
Line 27	SAR/RRR Due	Case Disc 03/1 for no SAR/RRR for Feb				Application Denied
Line 28	SAR/RRR Due	Case Disc 03/1 for no SAR/RRR for Feb				Application Approved