CalSAWS

California Statewide Automated Welfare System

Design Document

CA-200332

DDCR 5039: Capture Electronic Signatures in the CalSAWS

	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/01/2020	0.1	Draft	G. Limbrick; V. Bathala; J. Dobbs; R. Dela Cruz
03/01/2021	0.2	Added recommendation to hide the Reprint Centrally button for the Migration Counties if the document date is before the Go Live Date.	Rainier Dela Cruz

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1 OVERVIEW

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

1.1 Current Design

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

1.2 Requests

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

1.3 Overview of Recommendations

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

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

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

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

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

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

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

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

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

1.4 Assumptions

1. Electronic Signatures via email will be implemented with SCR CA-223502.
2. IVR web services to interact with CalSAWS will be migrated from C-IV with SCR CA-207026 in the same or a prior release.
3. The IVR Electronic Signature application will be available for the same hours as existing IVR applications.
4. The Electronic Signature IVR system will be available in English and Spanish only.
5. There will not be an IVR outbound campaign or reminder calls for expiring IVR Electronic Signatures.
6. IVR Reporting will be through CalSAWS Reports.
7. Reports to support Electronic Signatures will be created with SCR CA-223498.
8. The Electronic Signature indicator for the ARC 1/ARC 1A will be added with SCR **CA-49395**.
9. The Electronic Signature indicator for the CF 10 will be added with SCR **CA-216444**.
10. The Electronic Signature indicator for the CW 2219 will be added with SCR **CA-49617**.
11. The Electronic Signature indicator for the CMSP 202 will be added with SCR **CA-216515**.
12. The Electronic Signature indicator for the CMSP 203 will be added with SCR **CA-216495**.
13. The Electronic Signature indicator for the DPA 479 will be added with SCR **CA-205030**.
14. The Electronic Signature indicator for the CSF 139 (formerly the IVR 100) will be added with SCR **CA-216117**.
15. The Electronic Signature indicator for the MC 05 will be added with SCR **CA-216536**.
16. The Electronic Signature indicator for the MC 223 will be added with SCR **CA-216642**.
17. The Electronic Signature indicator for the TEXT 100 will be added with SCR **CA-216118**.
18. The Electronic Signature indicator for the CW 107 (formerly VER 103) will be added with SCR **CA-215148**.
19. The Electronic Signature indicator for the CW 106 (formerly the VER 106 CIV) will be added with SCR **CA-215146**.
20. The Electronic Signature indicator for the Medi-Cal Redetermination Packets will be updated with SCR **CA-216432**.

21. SCR **CA-224388** will update the attestation form generated from the Electronic Signature page.
22. The electronic signature for additional forms will be implemented with SCR **CA-224413.**

2 RECOMMENDATIONS

2.1 Remove the e-Signature Registration functionality

2.1.1 Overview

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

2.1.2 Description of Changes

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

2.1.3 Page Location

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

2.1.4 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
ElectronicSignatureRegistrationListView	(to be removed)	

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

2. Security Groups

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

2.1.5 Page Mapping

Update page mapping with removed pages and fields.

2.2 Document Detail

2.2.1 Overview

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

2.2.2 Document Detail Mockup

Document Detail

Reprint Locally	eSign	Edit	Close

Document Information

Name:
Rights, Responsibilities And Other Important Information

Program:
CalFresh

Date Signed:
09/17/2020

Comments:
Rights, Responsibilities And Other
Important Information Signed at the
Telephone Appointment on September
Seventeenth. Rights, Responsibilities
And Other Important Information
Signed by one person.

Number:
SAWS 2A SAR

Benefit Month:

Category:
Administrative

Self-Service Portal:
09/17/2020

Variation	Language	Initial Print Date	Last Central Print Date	Print Status
Final	English			Printed Locally

Reprint Locally	eSign	Edit	Close

Figure 2.2.2.1- Document Detail

2.2.3 Description of Changes

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

       a. Re-label the button as: 'Reprint Centrally'
       b. Move the button (when displayed) to the pages main top and bottom button rows

6. Remove the 'Reprint Option' field label.
7. Add a 'Document Information' title bar to the page's main panel.
8. Re-label the 'Document Name' field as 'Name'**.**
9. Add a 'Number' field; show the document number in this field.
10. Remove the 'Print/Reprint Date' field.
11. Remove the **'**Print Reason' field.
12. Remove the 'Staff ID' field.
13. Re-label the 'YBN' field as 'Self-Service Portal'.
14. Add a 'Program**'** field; display the program associated to the document in this field.
15. Add a Print Details table
       a. Add headers for:
            i. **'**Variation'
                 1. Show as a hyperlink to open the pdf form in a new window
                 2. Show as:
                     a. "Final" for the current/final document
                     b. "Original Non-Appended" for an Overridden document

                     Note: the "English Version" variation of a translated document can be viewed by clicking the link on the Distributed Documents Search page

            ii. 'Language'
                 1. The document language
            iii. 'Initial Print Date'
                 1. The initial Central Print Date of the document; BLANK for a related document row
            iv. 'Last Central Print Date'
                 1. The most recent Central Print date of the document; BLANK for a related document row
            v. 'Print Status'
                 1. The Status of the document; BLANK for a related document row
                    Technical Note: This is the Status from the GENERATE_DOC table

16. Hide the Reprint Centrally button for the Migration Counties if the document date of the correspondence is before the Go Live Date.
Note: This will not affect documents generated by Los Angeles County.
Technical Note: The document date is stored in the Generate Document table. The go live date is stored in the Go Live Date column (Reference Table 21) in the County Code category (CT15).

2.2.4 Page Location

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

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update the page mapping with new and updated fields.

2.3 Electronic Signature Page

2.3.1 Overview

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

2.3.2 Electronic Signature Mockups

Electronic Signature

✱- Indicates required fields

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

Language: ✱

[▾] [Generate Form]

Signature Method: ✱	Number of Signatures: ✱	Worker Name:	Worker ID:
CW/CF e-Sign ▾	2 ▾	Test Worker	19AS1919TF

■	Person ✱	Date of Birth	Signature Capture Type ✱	Value	Status	
☐	Peterson, Mei 42F	07/01/1978	Text ▾	Cell - (752)337-2652 ▾	Sent	Resend
☐	Rogers, Reggie 15M	10/01/2005	IVR ▾	126464	Sent	Resend

[Remove]

▾ Signature History

Peterson, Mei 42F

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

Rogers, Reggie 15M

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

[Cancel]

Figure 2.3.2.1 - Electronic Signature (Request Sent)

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Electronic Signature

*- Indicates required fields

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

Language: *

[▾] [Generate Form]

Signature Method: *	Number of Signatures: *	Worker Name:	Worker ID:
[Check to Sign ▾]	[2 ▾]	Test Worker	19AS1919TF

* **I declare under penalty of perjury under the laws of the United States of America and the State of California that the information contained in this statement of facts is true, correct and complete.**

Person ✳	Date of Birth	Check to Sign ✳
[Peterson, Mei 42F ▾]	07/01/1978	☐
[Rogers, Reggie 15M ▾]	10/01/2005	☐

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

[Save]   [Cancel]

Figure 2.3.2.2 - Electronic Signature (Check to Sign)

2.3.3 Description of Changes

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

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

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

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

      i. If the person has a status of "Not Sent", this field will show a dropdown. If the status is "Sent", "Expired", or "Received", the field will show as static text

      ii. If the user selects "2" in the 'Number of Signatures' field and a person is selected in one row, the person will not be available in the dropdown for the other row; add all other persons on the case as selectable options formatted as: {LAST}", "{First}" "{Age}{Abreviated_Sex} i.e. "Doe, John 25M"

c. 'Date of Birth': Populate this field with the date of birth of the related person

d. 'Check to Sign': Show a checkbox to indicate that a signature is present for the person; only display this column when 'Check to Sign' is selected in the 'Signature Method' drop down

e. 'Signature Capture Type'; add the Required Field indicator:

      i. For an unsaved record: show this field as a dropdown with the following values to indicate the method to gather the customer's signature:

            1. "-Select-" (default)

            2. "Text"

            3. "IVR"; show this option only for Counties using the IVR solution that was migrated from C-IV

      ii. For a previously saved record: populate the field with the most recent Signature Capture Type sent or when there are multiple Requests sent for the customer and a signature was received, populate with the type that the customer responded to

      iii. Only display this column when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown

f. 'Value':

      i. If "Text" is selected in the 'Signature Capture Type' dropdown:

            1. Show a dropdown with the customers contact phone numbers in the following format: "(<Phone Type>) – (XXX) XXX-XXXX"

            2. If the person has a status of "Not Sent", this field will show a dropdown. If the status is "Sent", "Expired", or "Received", the field will show as static text

      ii. If "IVR" is selected in the 'Signature Capture Type' dropdown, populate this field with IVR code after saving the page

      iii. Only display this column when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown

g. 'Status': Populate this field with the most recent Electronic Signature Request Status

      i. The "Not Sent" status displays before the signature Request is sent

      ii. The "Sent" status displays when there is an active signature Request for the customer

      iii. The "Sending Error" status displays when the system has failed to send the Text Message to the customer.

      iv. The "Expired" status displays when all signature Requests for the customer have expired

      v. The "Received" status displays when the signature Request has been received and validated

      vi. Only display this column when "CW/CF e-Sign" was selected in the 'Signature Method' dropdown for a saved record

    h. BLANK: use this column to display the 'Resend' button; this button will send a new signature Request to the customer

      i. Hide this button when the status of the Request is 'Received'

      ii. Only display this column when 'CW/CF e-Sign' was selected in the 'Signature Method' dropdown for a saved record

13. Add the 'Remove' button: This button will remove the data from selected row(s) with a status of 'Sent', 'Expired', 'Received', or 'Sending Error'.

    a. Removing data from a row will display the 'Save' button if it was not already present

    b. If data was removed and the Electronic Signature is saved, all existing signature Requests for the selected customer will be cancelled

    c. Show this button only for saved records where "CW/CF e-sign" was selected in the 'Signature Method' dropdown

14. Add the following instructions when the 'Check to sign' is selected in the 'Signature Method' dropdown : 'Please select the name of the person signing, click the above checkbox, and then click the **Save** button to electronically sign the document.'

15. Remove the 'Submit' button and add the 'Save' button:

    a. Show this button:

      i. When the 'Signature Method' is set to "Check to Sign" – or -

      ii. When 'Signature Method' is set to "CW/CF e-sign" and there is an unsent signature Request – or -

      iii. When a signature Request record is removed from the person table

    b. If 'Check to Sign' is the selected value in the 'Signature Method', the document will be signed when the 'Save' button is pressed

    c. If 'CW/CF e-Sign' is the selected value in the 'Signature Method', the document will be signed when all required signature responses are received.

      i. Pressing the 'Save' button will save the response requirements for the document and cancel any removed signature Requests

      ii. If a person has a status of "Not Sent", the signature Request will be sent (see sections 2.4 IVR Request for eSignature and 2.7 Real Time Text Message Request for eSignature)

      iii. Add a record to the Customer Contact History page when a signature Request is sent

         1. The 'Date/Time' will be when the Request was sent to the customer. Clicking on this link will navigate the user to the Contact Detail page

         2. The 'Name' will be the Customer that the Request was sent to

         3. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature)

         4. The 'Reason' will be "Request for Electronic Signature"

16. Add the 'Signature History' panel.

    a. Display this panel only when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown. This panel is collapsible and is collapsed by default

    b. Add a separate history section for each person who has had an initial signature Request sent

      i. Label each section with the Person information: formatted as: {LAST}", "{First}" "{Age}{Abreviated_Sex} i.e. "Doe, John 25M"

      ii. Add a table to each section with the following headers:

         1. 'Date/Time': Display the date and time an action has occurred

         2. 'Signature Capture Type': Display the method used to collect the signature

         3. 'Value': Populate this field with the Value as defined for the Person table

         4. 'Status': the status of the signature Request

            a. The "Sent" status displays when a signature Request is sent to the customer

            b. The "Sending Error" status displays when the system failed to send the Text Message to the customer

            c. The "Expired" status displays when the signature Request for the customer has expired

            d. The "Received" status displays when the signature Request has been received and validated

            e. The "Canceled" status displays if the worker cancels a customer's signature Request

5. 'Expiration Date': Display the expiration date of the Request. This value will be three days after the signature Request is sent

17. Add the following validation messages:
    a. If the Signature Method is "Check to Sign" and any selected customer has an empty checkbox in the Check to Sign column, display the following validation message: "Check to Sign – Please click the checkbox to sign."
    b. If the value in the Number of Signatures field does not match the number of customers selected, display the following validation message: "Number of Signatures – The number of signatures must match the number of people selected."
    c. If the Signature Capture Type is "Text" and a text message could not be sent to the phone number displayed in the Value field, display the following validation message: "Value – The phone number selected could not receive the requested text message."
    d. If the Signature Capture Type is "Text" and there is not a corresponding Value, display the following validation message: "Value – There is no Value for the selected Signature Capture Type."
    e. If the Signature Capture Type is "IVR" and there is no Date of Birth, display the following validation message: "Date of Birth – This field is required for a Signature Capture Type of E-mail or IVR."

18. Create an auto journal when requesting verification by the Worker, and if more than one Request is sent, create a journal entry for each customer.
    a. Category – All
    b. Type – Narrative
    c. Short Description – Electronic Signature Request Sent.
    d. Long Description – A signature request has been generated for {Person Name} to complete the eSignature for a {Document Name}. {Instructions}.
    e. Instructions will be one of the following:
        i. A Text Message with instructions was sent to {Phone Number}
        ii. {Person Name} was instructed to complete the eSignature through IVR

19. Create an auto journal at expiration or successful verification of the signature.
    a. Category – All
    b. Type – Narrative
    c. Short Description – Electronic Signature Request {Received/Expired}.
    d. Long Description – A signature request has {Expired/been Received} for {Person Name} to complete the eSignature for a {Document Name}.

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

2.3.4 Page Location

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

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

Update page mapping with new and updated fields.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 IVR Request for eSignature

2.4.1 Overview

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

2.4.2 IVR Application Flow Mockups
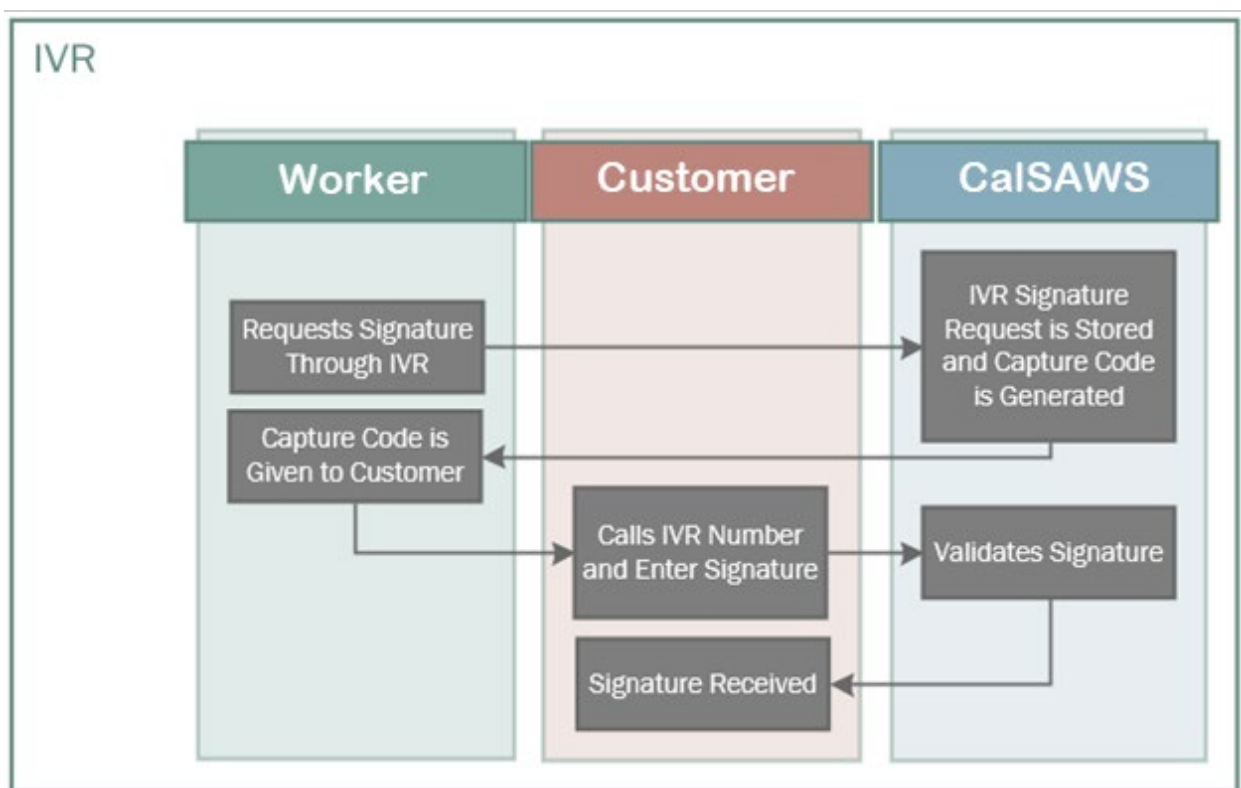
Figure 2.4.2.1 – IVR eSignature Interaction
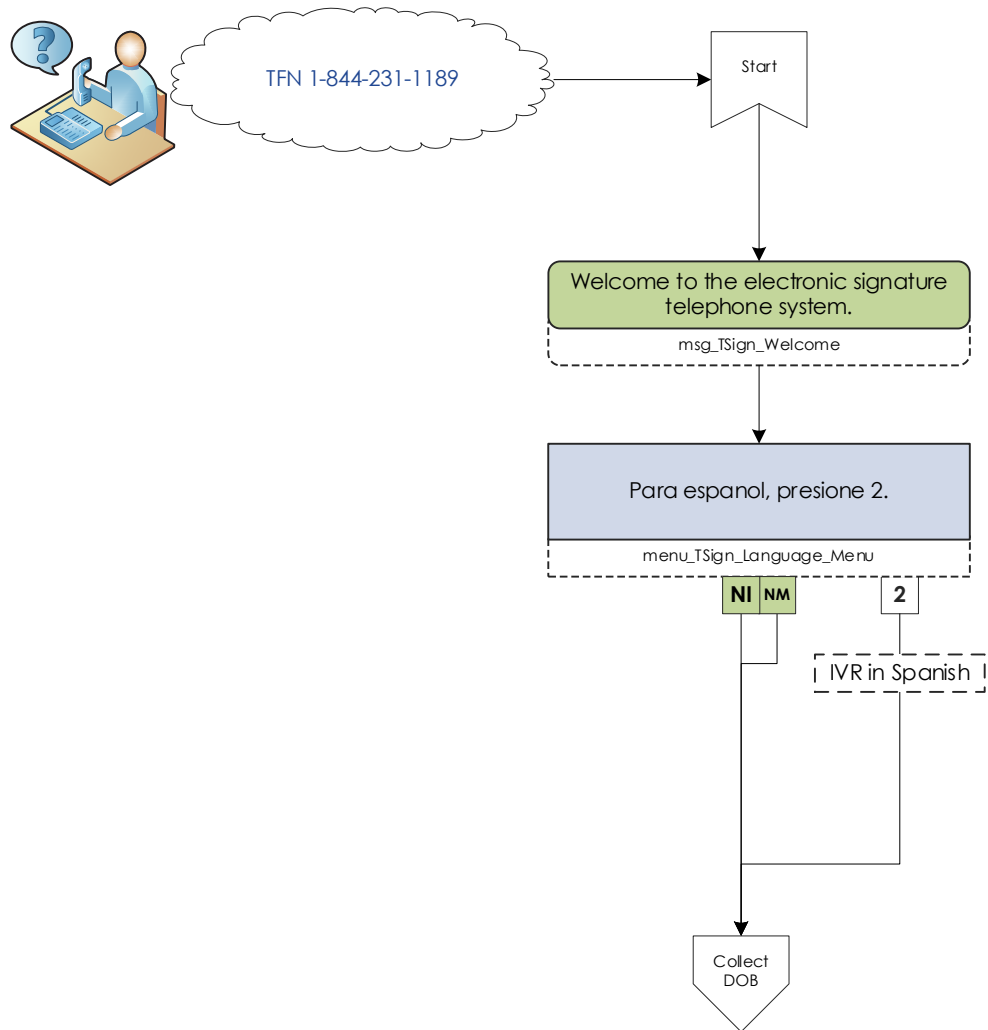
TFN 1-844-231-1189

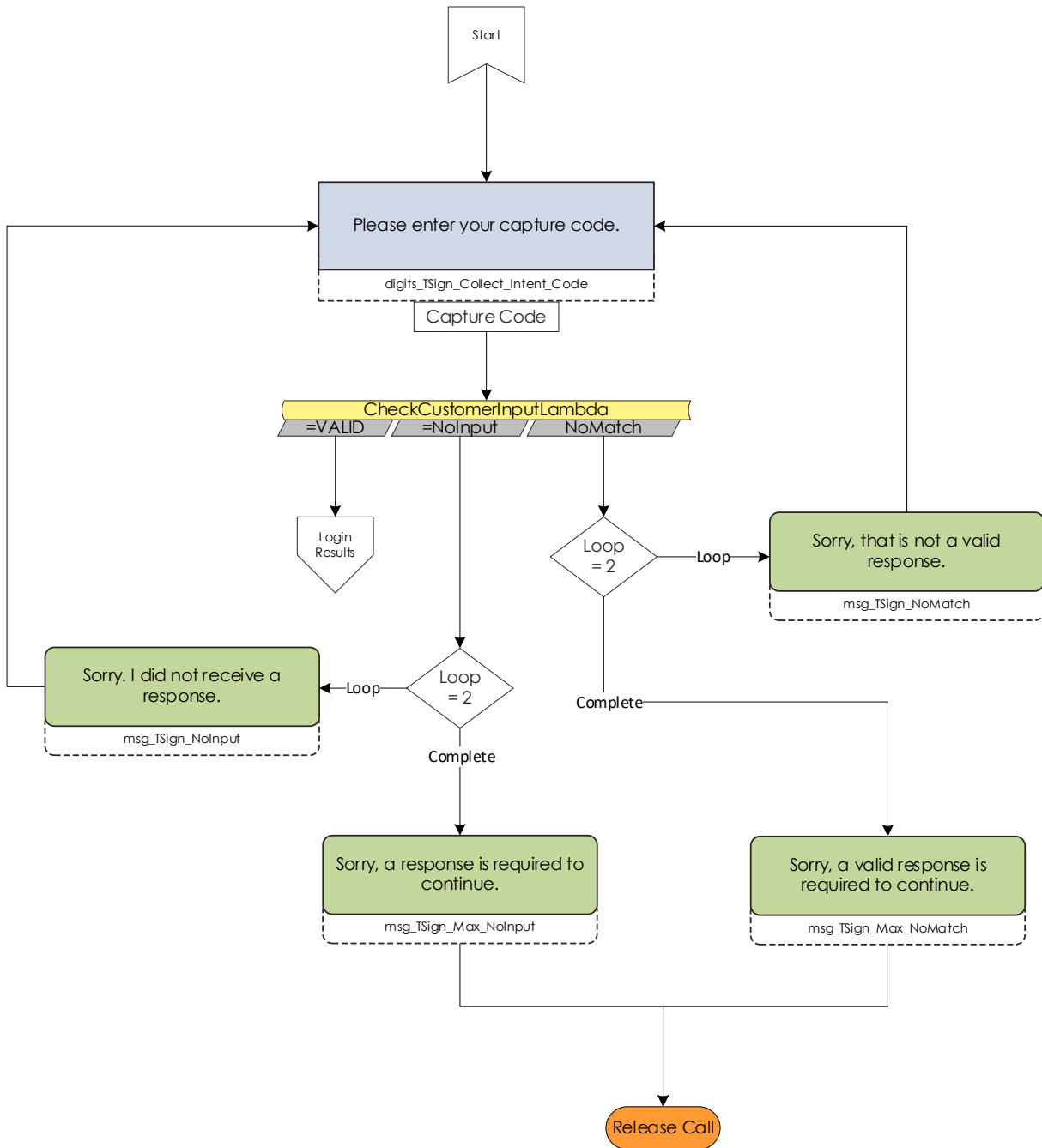Start

Welcome to the electronic signature
telephone system.

msg_TSign_Welcome

Para espanol, presione 2.

menu_TSign_Language_Menu

| NI | NM | | 2 |

IVR in Spanish

Collect
DOB

Figure 2.4.2.2 – IVR Entry Flow

```
                          ┌─────────┐
                          │  Start  │
                          └────┬────┘
                               │
                               ▼
        ┌──────────────────────────────────────────┐
        │        Please enter your capture code.    │
        │                                            │
        │  · · · digits_TSign_Collect_Intent_Code · ·│
        └──────────────────┬─────────────────────────┘
                    ┌───────────────┐
                    │ Capture Code  │
                    └───────┬───────┘
                            ▼
        ┌──────────────────────────────────────────┐
        │         CheckCustomerInputLambda          │
        │   =VALID    │   =NoInput   │   NoMatch     │
        └──────┬──────────────┬──────────────┬───────┘
               ▼              │              ▼
         ┌──────────┐         │        ╱ Loop ╲    Loop   ┌─────────────────────┐
         │  Login   │         │       ◄  = 2   ►─────────►│ Sorry, that is not a│
         │ Results  │         │        ╲      ╱           │   valid response.   │
         └──────────┘         │         ╲    ╱            │ msg_TSign_NoMatch   │
                              │                           └─────────────────────┘
   ┌──────────────────┐       ▼
   │ Sorry. I did not │  ╱ Loop ╲   Complete
   │ receive a        │◄◄ = 2   ►
   │ response.        │  ╲      ╱
   │ msg_TSign_NoInput│       │ Complete
   └──────────────────┘       ▼
                    ┌──────────────────┐       ┌──────────────────────┐
                    │ Sorry, a response│       │ Sorry, a valid       │
                    │ is required to   │       │ response is          │
                    │ continue.        │       │ required to continue.│
                    │ msg_TSign_Max_   │       │ msg_TSign_Max_       │
                    │ NoInput          │       │ NoMatch              │
                    └────────┬─────────┘       └──────────┬───────────┘
                             └──────────┬─────────────────┘
                                        ▼
                                ┌──────────────┐
                                │ Release Call │
                                └──────────────┘
```

Figure 2.4.2.3 – Collect DOB Flow

23

Start

TSign_Validate_Telephonic_Signature

| Recieved | Duplicate | Expired | Incorrect | Cancelled | Error |

Thank you, your electronic signature has been successfully recorded in our system.

msg_TSign_Received

We're sorry, we are unable to process your request. Your electronic signature window has expired. Please contact your county for more information.

msg_TSign_Expired

We're sorry, your electronic signature is no longer needed. Please contact your county for more information.

msg_TSign_Expired

Thank you, your electronic signature has already been recorded.

msg_TSign_Already_Received

We're sorry, there was a problem recording your electronic signature. The information entered did not match any valid records in our system.

msg_Tsign_Incorrect_Response

We're sorry, there was a problem recording your electronic signature. Please try again later or contact your county for more information.

msg_TSign_Expired

Retry Menu

Goodbye

msg_TSign_Goodbye

Release Call

Figure 2.4.2.4 – Validate Response Flow
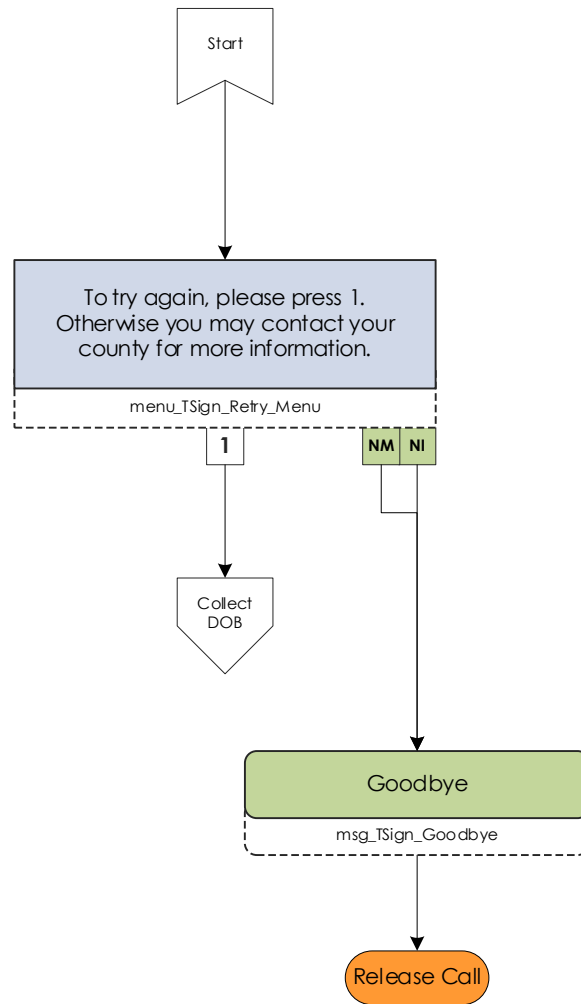
Figure 2.4.2.5 – Retry Menu

2.4.3 Description of Changes

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

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

2. SCR 207026 will migrate the IVR and webservice end points; update the System to use the new IVR solution:
    a. The IVR application will send to the web service the entered Date of Birth and the entered Capture Code
    b. The web service will return a status for:
        i. A successfully processed Request
        ii. An already processes Request
        iii. An expired Request, when the window to allow Electronic Signatures has expired
        iv. A cancelled Request

v.   An invalid Request

2.4.4 Page Location
N/A

2.4.5 Security Updates
N/A

2.4.6 Page Mapping
N/A

2.5   e-Signature Document Detail Page

2.5.1   Overview

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

2.5.2   Electronic Signature Document Detail Mockup

Electronic Signature Document Detail

Close

Document Name

SAWS 2 PLUS

Date Signed

Tuesday, January 12, 2021 12:29:22:168 PM

Signatures

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

Close

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

Electronic Signature Document Detail

Close

Document Name

SAWS 2 PLUS

Date Signed

Monday, November 09, 2020 7:21:41:00 PM

Signatures

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

▼ Signature History

Nguyen, Francine 55F

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

Close

Figure 2.5.2.2 - Electronic Signature with History

2.5.3 Description of Changes

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

Person information: formatted as: {LAST}", "{First}" "{Age}{Abreviated_Sex} i.e. "Doe, John 25M". Include a table with columns for:

    i. 'Date/Time' – This column will show the date and time a signature action took place.

    ii. 'Signature Capture Type' – This column will show the method of signature gathering.

    iii. 'Value' – This column will show the value for the signature method.

    iv. 'Status' – This is the status of the signature Request.

        1. Sent – This value displays when a signature request is sent to the customer.

        2. Expired – This value displays when the signature request for the customer has expired.

        3. Incorrect Response – This value displays when the signature request has been received and failed validation.

        4. Received – This value displays when the signature request has been received and validated.

    v. 'Expiration Date' – This is the due date for the signature response. This value will be 3 days after the signature Request is sent.

2.5.4 Page Location

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

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

Update page mapping for new and updated fields.

2.6 Automated Actions

2.6.1 Overview

The Automated Action framework allows county users a level of configurability for automated task generation. For example, the county can choose to deactivate a specific automated task within their county

outside of the project enhancement process. They also can define attributes such as Task Type, Task Sub-Type, the due dates and initial assignment information for the resulting tasks through the Automated Action Detail page.

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

2.6.2 Automated Action Detail – Reference Example

Automated Action Detail

Edit   Close

Action Information

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

Task Information

Task Type: *	**Task Sub-Type:**
Absent Parent	Absent Parent I
Due Date:	**Default Due Date:**
Default Due Date	30 day
Initial Assignment:	**Default Assignment:**
Default Assignment	Current Program Worker

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

Edit   Close

Figure 2.6.2.1 - Automated Action Detail - Reference

2.6.3 Description of Change

Add the following Automated Actions to the CalSAWS System.

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

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

1. Electronic Signature Request Expired: Review

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

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

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

2. Electronic Signature Request Undeliverable: Review

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

    b. Task Information
        i. Task Type: null

     ii. Task Sub-Type: N/A

     iii. Due Date: Default Due Date

     iv. Default Due Date: 3 days

     v. Initial Assignment: Default Assignment

     vi. Default Assignment: The Worker who requested the Electronic Signature

     vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} is undeliverable. Please review the case information.

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

3. Electronic Signature Received: Review

   a. Action Information
     i. Name: Electronic Signature Received: Review

     ii. Type: Create Task

     iii. Status: Inactive

     iv. Program(s): CF, CW

     v. Run Date: Real Time

     vi. Source: Online

     vii. Scenario: The customer has successfully verified an Electronic Signature Request.

   b. Task Information
     i. Task Type: null

     ii. Task Sub-Type: N/A

     iii. Due Date: Default Due Date

     iv. Default Due Date: 3 days

     v. Initial Assignment: Default Assignment

     vi. Default Assignment: The Worker who requested the Electronic Signature

     vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} was received. Please review the case information.

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

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

2.7 Real Time Text Message Request for eSignature

2.7.1 Overview

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

2.7.2 Text Message Flow Mockups
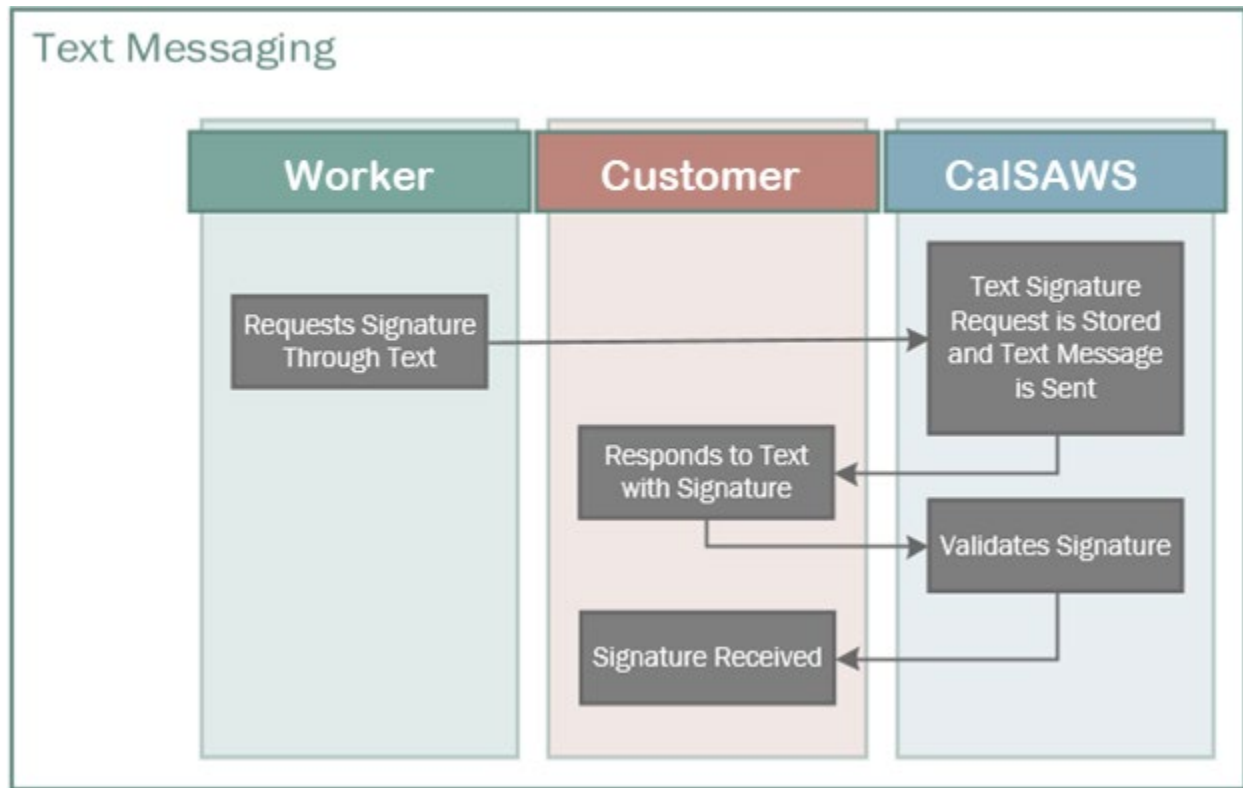
Figure 2.7.2.1 - Text Messaging Flow

2.7.3 Description of Changes

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

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

b. When a worker cancels an E-Signature Request, send the E-Signature No longer Required text message. Add a new record to the Customer Contact History page.

c. Add a record to the Customer Contact History page when a signature Request or Reminder is sent and when a signature is received.

    i. The 'Date/Time' will be when the Request/Reminder for a Signature was sent to the customer, or the Signature was Received from the user. Clicking on this link will navigate the user to the Contact Detail page

    ii. The 'Name' will be the Customer that the Request or Reminder for a Signature was sent to, or the Signature was Received from

    iii. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature).

    iv. The 'Reason' will be the Contact History Reasons listed in the Supporting Document.

2.7.4 Execution Frequency

Real-Time (During Business Hours)

2.7.5 Key Scheduling Dependencies

2.7.6 Counties Impacted

All Counties

2.7.7 Data Volume/Performance

2.7.8 Failure Procedure/Operational Instructions

N/A

2.8 Batch Text Message for E-Signature Not Complete

2.8.1 Overview

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

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

2.8.2 Description of Change

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

a. The batch job sets the Electronic Signature record's status to "Expired"
b. The batch job finds all signature records in which the 'Expiration Date' field from the Electronic Signature page is prior to or equal to the Batch Date and the record is not already in the following statuses (Appendix 7.1 E-Signature Record Status):
    i. "Sent"
    ii. "Incorrect Response"
c. Each record in the above list is updated to have a new status of "Expired"
d. Create a new automated task for the worker who sent the Signature Request that has expired, using the Automated Action details specified in recommendation section 2.6 Automated Actions.
    Note: This task will be associated with any applicable CF and CW program in which the person is associated, regardless of the current program status.
e. Create an auto journal for the expired Signature Request (See section 2.3.3.19), using the following long description template:

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

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

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

2.8.3 Execution Frequency

See Supporting Document.

2.8.4 Key Scheduling Dependencies

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

2.8.5 Counties Impacted

All Counties

2.8.6 Data Volume/Performance

Unknown

2.8.7 Failure Procedure/Operational Instructions

N/A

2.9 Update E-signature Indicators for Forms

2.9.1 Overview

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

2.9.2 Description of Change

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

3   SUPPORTING DOCUMENTS

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

4   REQUIREMENTS

4.1   Project Requirements

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

5 APPENDIX

5.1 E-Signature Record Status

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

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-204497

SB 1341 All County Solution

Phase 3 Mixed Action Medi-Cal NOAs

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Tiffany Huckaby
	Reviewed By	TBD

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/30/2020	0.1	Initial Design	Tiffany Huckaby
12/2/2020	0.2	Updated based on SB 1341 Phase 2 implementation and other system updates since first design	Tiffany Huckaby
2/9/2021	0.3	Updated Design with clarification around MC Footer generation	Tiffany Huckaby

Table of Contents

1   OVERVIEW

This is Phase 3 of the effort to update Mixed non-MAGI/MAGI noticing in CalSAWS. As part of this phase non-MAGI and MAGI NOA text will be merged into one NOA across differing Action types.

1.1   Current Design

Currently CalSAWS only merges non-MAGI and MAGI text onto the same NOA when generated for the same Action type (Approval, Change, Denial, Discontinuance).

1.2   Requests

NOAs for mixed Medi-Cal households (programs containing persons that have noticing for both non-MAGI and MAGI benefits) should merge regardless of Action type.

Note: This will not change the current functionality where NOAs only generate per month per Medi-Cal program. Currently, if there are two Medi-Cal programs on the same case both will be noticed separately.

1.3   Overview of Recommendations

Listed below is a brief description of the recommendations required to create a mixed Action Medi-Cal NOA.

Note: This will not change non-MAGI only NOAs or MAGI only NOAs. The below only applies to the situation that a household contains persons that require noticing for both non-MAGI and MAGI benefits within the same month.

1. Add a new Combined Action Statement Fragment. This Fragment will generate at the beginning of the NOA and list all the action types listed on the NOA.

    For Example:
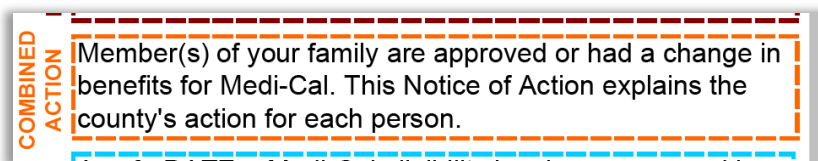
2. Update the existing Action Statement Fragment logic from the previous phase (SCR CA-204496). The existing Action Statements for the mixed non-

MAGI/MAGI NOA will be updated to generate on the same NOA. The NOA will generate these fragments for all actions that will be provided on the NOA.

For Example:

ACTION LISTING

As of <DATE>, Medi-Cal eligibility has been approved by the following member(s) of your family:

Name(s):
<LIST_OF_APPROVED_NONMAGI_MAGI_PERSONS>

As of <DATE>, Medi-Cal eligibility or share of cost or premium will change for the following member(s) of your family:
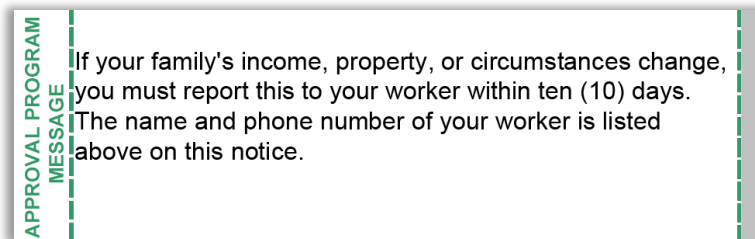
Name(s):
<LIST_OF_CHANGE_NONMAGI_MAGI_PERSONS>

3. Update existing non-MAGI/MAGI NOAs to allow for merging across action type. This will allow an NOA to generate when there is noticing of both non-MAGI and MAGI benefits and there is more than one action taking place on the program.

4. Add logic to order the Action Fragments in the following hierarchy:

- *Individual Approval fragments (both non-MAGI and MAGI)*

   For Example,

   APPROVAL ACTION

   As of <BEG_DATE>, <PERSON_NAME> will get <SCOPE_TYPE> Medi-Cal services under the MAGI program.

   <NAME>

   You qualify for Medi-Cal because your household income is below the Medi-Cal limit. Your eligibility for Medi-Cal begins <MonthDayYear1>. Your Medi-Cal coverage will continue unless you are found no longer eligible. This could happen at the time your eligibility is renewed or when your situation changes.

- *Program level Message fragments tied to Approvals (both non-MAGI and MAGI)*

   For Example,

If your family's income, property, or circumstances change, you must report this to your worker within ten (10) days. The name and phone number of your worker is listed above on this notice.

Note: Program level messages will only generate once on an NOA. The message will generate for the first applicable action type. For example, if the same message is generating for both the approval fragments and change fragments the message will only generate on the NOA in the section after the approval fragments.

- *Individual Change fragments (both non-MAGI and MAGI)*

For Example:

As of <BEG_DATE>, <PERSON_NAME> has a change in eligibility.

<NAME>

Good news! Your Medi-Cal is changing to full-scope on <MonthDayYear1> because your income and/or household size changed. Your Medi-Cal coverage will continue unless you are found no longer eligible. This could happen at the time your eligibility is renewed or when your situation changes.

We counted your household size and income to make our decision.

For Medi-Cal, your household size is <MagiSize> and your household income is <MagiIncome>. The Medi-Cal income limit for your household size is <MagiIncomeLimit>. Your income is below this limit, so you qualify for full-scope Medi-Cal.

<MagiRegulation> is the regulation or law we relied on for this decision.

- *Program level Message fragments tied to Changes (both non-MAGI and MAGI)*

For Example:

6

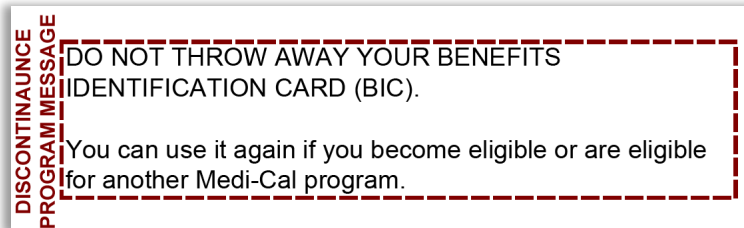Ineligible members of your family may get Benefits Identification Cards (BICs) if your family has a share of cost. Take your plastic BIC with you each time you receive medical care. Your plastic card will show your medical provider if you have a share of cost.

Ineligible members of your family should present their plastic BICs to their medical provider to help pay for your family's share of cost. Keep your plastic card with you at all times.

Note: Program level messages will only generate once on an NOA. The message will generate for the first applicable action type. For example, if the same message is generating for both the approval fragments and change fragments the message will only generate on the NOA in the section after the approval fragments.

- *Individual Denial fragments (both non-MAGI and MAGI)*

For Example:

DENIAL ACTION

Medi-Cal is being denied for:
<NON_MAGI_PERSONS>

The reason for this denial is because you have not provided us with proof of the following information:

<Verifications>

We asked you for the information, but we have not received it and it is essential in determining your Medi-Cal eligibility.

- *Program level Message fragments tied to Denials (both non-MAGI and MAGI)*

For Example:

DO NOT THROW AWAY YOUR BENEFITS IDENTIFICATION CARD (BIC).

You can use it again if you become eligible or are eligible for another Medi-Cal program.

DENIAL PROGRAM MESSAGE

Note: Program level messages will only generate once on an NOA. The message will generate for the first applicable action type. For example, if the same message is generating for both the denial fragments and

discontinuance fragments, the message will only generate on the NOA in the section after the denial fragments.

- *Individual Discontinuance fragments (both non-MAGI and MAGI)*

  For Example:

  > **DISCONTINUANCE ACTION**
  >
  > Your eligibility to receive Medi-Cal will be discontinued effective <EffectiveDiscontinuanceDate>.
  >
  > Medi-Cal benefits will be discontinued for:
  > <NON_MAGI_PERSONS>
  >
  > Here's why:
  >
  > You requested that Medi-Cal benefits be stopped.
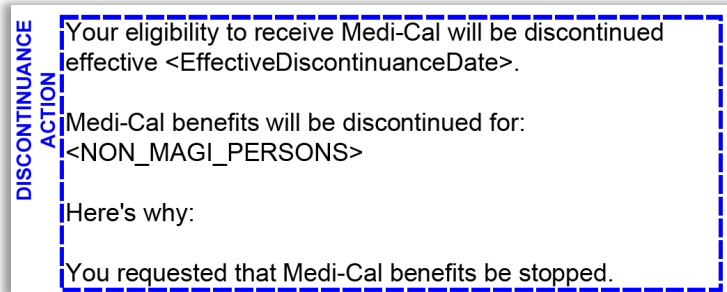
- *Program level Message fragments tied to Discontinuances*

  For Example:

  > **DISCONTINUANCE PROGRAM MESSAGE**
  >
  > DO NOT THROW AWAY YOUR BENEFITS IDENTIFICATION CARD (BIC).
  >
  > You can use it again if you become eligible or are eligible for another Medi-Cal program.

  Note: Program level messages will only generate once on an NOA. The message will generate for the first applicable action type. For example, if the same message is generating for both the denial fragments and discontinuance fragments, the message will only generate on the NOA in the section after the denial fragments.

- *Medi-Cal Footer*

  The Footer that generates will be based on the Action types of the NOA.

  For Approval/Change NOA and there does not exist a Denial or Discontinuance Action:

Do you have any changes?

Over the next year, you must report any life changes that affect your eligibility for Medi-Cal. You must report within **10** days after the change happened. For example, you must contact us if:
- Your income changes.
- Your household changes, such as you marry, divorce, become pregnant, or have or adopt a child; a person moves into or out of your home; or you change who will be on your tax return.
- You qualify for other health insurance.
- You move. If you move to a new county, you can report your change to your old or new county.

You may report changes to your local county office in person or by mail, fax, phone, or electronically. The contact information is on the first page of this notice.

MAGI FOOTER

For a NOA containing at least one Denial/Discontinuance Action:

Do you have any changes? Over the next year, you are obligated to report any changes that would affect your health insurance within 10 days of such a change. You are obligated to contact us if:

- You move.
- Your income changes; or
- Your household changes, for example, you marry/divorce, become pregnant, or have a child(ren)
- You become qualified for other health insurance

To report changes, please contact your county office using one of the following ways:

- Telephone:
- In person:
- Fax:
- Office Hours:

To report changes, please contact your county office using one of the following ways:

- County Worker:
- County Worker ID:

If you already have a Benefits Identification Card (BIC), do not throw it away.
You should keep using that card. If you have never received a BIC, one will be mailed to you soon. If you previously received a BIC but no longer have that BIC, contact your worker for a replacement. The BIC has the information your provider needs to check your Medi-Cal eligibility. You should bring the BIC to your medical provider whenever you need care.

Questions? If you have questions or need assistance please contact (989) 456-3221

This notice is required by the Affordable Care Act per regulation 42 C.

5. Update the NOA Title that generates on non-MAGI/MAGI NOAs when generating with more than one action type. The NOA title will generate the following:

   a. The NOA has both Approval and Change Actions:

> **NOTICE OF ACTION**
> **MEDI-CAL APPROVAL**
> **AND CHANGE**

b. The NOA has both Approval and Denial Actions:

> **NOTICE OF ACTION**
> **MEDI-CAL APPROVAL**
> **AND DENIAL**

c. The NOA has both Approval and Discontinuance Actions:

> **NOTICE OF ACTION**
> **MEDI-CAL APPROVAL**
> **AND DISCONTINUANCE**

d. The NOA has both Change and Denial Actions:

> **NOTICE OF ACTION**
> **MEDI-CAL CHANGE**
> **AND DENIAL**

e. The NOA has both Change and Discontinuance Actions:

> **NOTICE OF ACTION**
> **MEDI-CAL CHANGE**
> **AND DISCONTINAUNCE**

f. The NOA has both Denial and Discontinuance Actions:

> **NOTICE OF ACTION**
> **MEDI-CAL DENIAL**
> **AND DISCONTINUANCE**

g. The NOA has an Approval, Change, and Denial Action:

> **NOTICE OF ACTION**
> **MEDI-CAL APPROVAL,**
> **CHANGE, AND DENIAL**

h. The NOA has an Approval, Change, and Discontinuance Action:

> **NOTICE OF ACTION**
> **MEDI-CAL APPROVAL, CHANGE,**
> **AND DISCONTINUANCE**

i. The NOA has an Approval, Denial, and Discontinuance Action:

> **NOTICE OF ACTION**
> **MEDI-CAL APPROVAL, DENIAL,**
> **AND DISCONTINUANCE**

j. The NOA has a Change, Denial and Discontinuance Action:

> **NOTICE OF ACTION**
> **MEDI-CAL CHANGE, DENIAL,**
> **AND DISCONTINUANCE**

k. The NOA has an Approval, Change, Denial, and Discontinuance Action:

NOTICE OF ACTION
MEDI-CAL APPROVAL, CHANGE,
DENIAL, AND DISCONTINUANCE

1.4 Assumptions

1. MSP, CMSP, Non-MAGI only and MAGI only NOAs will continue to generate with the same order of fragments as they did prior to this update.
2. No changes to NOA regulations are required, aside from updates to prevent duplication of regulation references. Note: Additional updates for the Medi-Cal NOA regulations will be done with CA-209492.
3. No changes to the text, generation, or population of existing NOA fragments will be required outside of those listed specifically in this design.
4. No changes to the logic that generates MAGI or non-MAGI NOAs (household being notified of only MAGI or non-MAGI benefits) will be made with this effort.
5. The mixed non-MAGI/MAGI NOAs will continue to generate in a columned NOA format.
6. The same fragments that generate on a mixed non-MAGI/MAGI NOA from the previous phase (Phase 2: CA-204496) will continue to generate on the NOA in this phase and no new fragments will generate on the mixed NOA with the exception of the ones added with Recommendation 2.1 and 2.5.
7. No updates are required to the Document Name (hyperlink) populated on the Document List page. The Document Name will continue to populate as it does today with only an update to allow for the population of multiple Actions (See Recommendation 2.5). The NOA titles being added in this phase are only applicable to the title provided on the top of the Notice.
8. Existing NOA fragments will continue to generate in all currently available languages. No new translations will be added with this effort for existing fragments.
9. The No Change NOA (added in 19.09 with CA-202724) will not be impacted with this change. This NOA will generate separately from the NOAs in this effort.
10. Medi-Cal mixed non-MAGI/MAGI NOAs will continue to generate the non-MAGI budgets immediately following the applicable reasons as was updated in the prior phase (Phase 2: CA-204496).
11. When there is more than one Medi-Cal program in a case, there will be one mixed MAGI/Non-MAGI NOA per program block per saved EDBC.
12. There will be no updates to the number of pages for envelopes or any restrictions on NOA length with this SCR. Phase 5 (CA-204499) of this effort will review and add, if necessary, a batch skip report for "Over page limitation".

2 RECOMMENDATIONS

2.1 Adding a New Combined Action NOA Fragment

2.1.1 Overview

This effort is adding a new Combined Action fragment. This fragment will generate to notify the household of the different actions taking place on the individuals on the program.

State Form/NOA: N/A, Committee provided language
Program(s): Medi-Cal (only for Mixed non-MAGI/MAGI NOAs)
Action Type: Approval, Change, Denial, Discontinuance
Fragment Level: Program
Repeatable: No, generates once per NOA

Languages:

Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

Note: Other Threshold Languages supported by the system are not included above due to missing supporting Medi-Cal Fragments that are not currently also translated in the system.

2.1.2 Description of Change

To add the new Combined Action NOA fragment into the system, the following recommendations will provide the details around adding the text, variable population, and fragment generation conditions.

2.1.2.1 Create Combined Action NOA Fragment XDP

Create a new XDP to add the new NOA Fragment into the system.

NOA Mockups/Examples: See Supporting Documents #1-4

Description	Text	Formatting*
Main Fragment (Static)	Member(s) of your family <LIST_OF_ACTIONS> for Medi-Cal. This Notice of Action explains the county's action for each person.	Arial Font Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

2.1.2.2 Add Combined Action NOA Fragment Generation

This fragment will generate when the following is true:

- Both MAGI and non-MAGI fragments are generating on an NOA.
- There are at least two action types (Approval, Change, Denial, Discontinuance) generating:
  - The MAGI and non-MAGI person-level fragments have differing action types.

  or
  - The MAGI person-level fragments have differing action types.

  or
  - The non-MAGI person-level fragments have differing action types.

Ordering on NOA: This will generate as the second fragment on the NOA. This will follow the MAGI Header fragment. See mockup in Supporting Documents #1-4.

2.1.2.3 Add Combined Action NOA Fragment Variable Population

There will be one variable that will be populated in this new NOA fragment.

Variable Name	Population	Formatting*
LIST_OF_ACTIONS	When one of the following person-level actions are generating on the NOA populate with the following: • At least one person is being approved (not RE): "have been approved" • At least one person is being denied: "have been denied" • At least one person is being discontinued: "have been discontinued" • At least one person has a change in benefits: "had a change in benefits" • At least one person has a change in benefits at RE: "have been renewed" Note: the text 'or' will be concatenated between each different action verbiage Example of variable in NOA fragment: "Member(s) of your family have been approved or had a change in benefits for Medi-Cal. This Notice of Action explains the county's action for each person." The variable population will be in the following order: • Approval (not RE) • Re-Approval (at RE) • Change	Arial Font Size 10

| | | • Denial | |
| | | • Discontinuance | |

*English only, Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: LIST_OF_ACTIONS

2.2 Update NOA Individual non-MAGI/MAGI Action Statements

2.2.1 Overview

Update the existing NOA Individual non-MAGI/MAGI Action Statement logic to generate for each type of action generating on the NOA. These fragments and logic were added in the previous phase (SCR CA-204496). See Supporting Documents #5 for existing fragment text.

Action Fragment Name and ID:
Approval Fragment: MC_H_AP_COMBINED_ACTION, ID: 4143
Change Fragment: MC_H_CH_COMBINED_ACTION, ID: 4149
Denial Fragment: MC_H_DN_COMBINED_ACTION, ID: 4148
Discontinuance Fragment: MC_H_TN_COMBINED_ACTION, ID: 4150
State Form/NOA: N/A, Committee Created
Current Program(s): Medi-Cal (non-MAGI and MAGI)
Current Action Type: Approvals, Changes, Denials, Discontinuances
Current Fragment Level: Program
Currently Repeatable: No (see Recommendation 2.2.2.1 for updates)

Existing Languages:
Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

2.2.2 Description of Changes

The existing Individual non-MAGI/MAGI Action Statements will be updated for the mixed non-MAGI/MAGI NOAs to generate per action type.

2.2.2.1 Updates to Fragment Generation

Update the existing fragment generation logic to now generate this language once for each action type (approval, change, denial, discontinuance) on the generated mixed non-MAGI/MAGI NOAs.

New Program Generation: No, this will continue to generate only for mixed non-MAGI/MAGI program NOAs.
New Action Type: No, this will continue to generate for the same action types.

Update to Fragment Level: No, this will continue to generate at the program level.

Repeatable: Yes, this will be updated to repeat per action type (only once per Fragment). Currently the Individual non-MAGI/MAGI Action Statement language will only generate once on an NOA. The logic will be updated to repeat the statement for each action type that will be noticed on the NOA. See Supporting Documents #1-4 for mockup examples.

Ordering on NOA: This language will generate after the new Combined Action NOA fragment from Recommendation 2.1. The Individual non-MAGI/MAGI Action Statements will generate in the following order:

- Approval Fragment: MC_H_AP_COMBINED_ACTION, ID: 4143
- Change Fragment: MC_H_CH_COMBINED_ACTION, ID: 4149
- Denial Fragment: MC_H_DN_COMBINED_ACTION, ID: 4148
- Discontinuance Fragment: MC_H_TN_COMBINED_ACTION, ID: 4150

2.3   Updates to existing Medi-Cal mixed non-MAGI/MAGI generation logic

2.3.1   Overview

This effort is updating the mixed non-MAGI/MAGI NOAs to generate more than one action type on the same NOA. For this to happen the existing NOA generation logic needs to be updated to allow the different action types to merge onto the same NOA.

2.3.2   Description of Change

Remove the mixed non-MAGI/MAGI NOA logic that separates NOAs based on action type. Update the existing mixed non-MAGI/MAGI NOA logic to add merging logic for differing actions on the same NOA. (See Recommendation 2.4 for NOA fragment hierarchy)

2.4   Adding Action Hierarchy to Medi-Cal mixed non-MAGI/MAGI NOAs

2.4.1   Overview

Section 2.3 will update the existing mixed non-MAGI/MAGI NOA logic to allow for more than one type of action to generate on the same NOA. This effort will add logic to order the existing action fragments on the NOA.

2.4.2   Description of Change

Add logic to order the mixed non-MAGI/MAGI NOA fragments in the below hierarchy: (Note: This will not change the generation of fragments that are not listed below, for example headers and budgets. This will also not change the

order of the non-MAGI/MAGI fragments based off the previous Phase SCR CA-204496 Section 2.11.) See Supporting Documents #1-4 for example NOAs.

<mark>Note: Reason Fragments listed below that **only** generate on a program level will not generate on a mixed action NOA (as the entire program will failed for the same reason). For example:</mark>
- <mark>MC_TN_FAIL_NHR_NO_SOC_M370</mark>
- <mark>MC_TN_CEC_CHILD_TURNED_19_M352</mark>
- <mark>MC_TN_TMC_NO_ELIG_CHILD_IN_HOME_M169</mark>

1. *Individual Approval type fragments (both non-MAGI and MAGI)*
   See Supporting Documents #7 and 8 for Fragment Text.

Non-MAGI Approval Action Fragments

ID	Fragment Name	Available Languages*
4044	MC_AP_ACTION2	EN, SP, AE, CA, CH, KO, RU, TG, VI
4045	MC_AP_ACTION3	EN, SP, AE, CA, CH, KO, RU, TG, VI
4046	MC_AP_ACTION8	EN, SP
4048	MC_AP_ACTION5	EN, SP, AE, CA, CH, KO, RU, TG, VI
4050	MC_AP_ACTION4	EN, SP, AE, CA, CH, KO, RU, TG, VI

Non-MAGI Approval Reason Fragments

ID	Fragment Name	Available Languages*
6504	MC_AP_MC_PARTIAL_APP_DEN_NOA_M024	EN, SP
6544	MC_AP_INDIV_OVER_21_IN_MENTAL_HLTH_M092	EN, SP
6558	MC_AP_PASS_PICKLE_INCOME_M127	EN
6559	MC_AP_RESTRICT_MC_NO_SOC_M129	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6560	MC_AP_RESTRICT_MC_WITH_SOC_M130	EN, SP, AE, CA, CH, KO, RU, TG, VI
6561	MC_AP_MC_FULL_SCOPE_APP_NOSOC_M131	EN, SP, AE, CA, CH, KO, RU, TG, VI
6562	MC_AP_MC_FULL_SCOPE_APP_WITH_SOC_M132	EN, SP, AE, CA, CH, KO, RU, TG, VI
6563	MC_AP_RETRO_MC_APPROVED_FULL_SCOPE_M133	EN, SP, AE, CA, CH, KO, RU, TG, VI

6564	MC_AP_RESTRICT_RETRO_MC_M134	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6565	MC_AP_APPROVED_PRUCOL_M140	EN, SP
6584	MC_AP_A_AND_D_FPL_FULL_SCOPE_M175	EN, SP, AE, CA, CH, KO, RU, TG, VI
6585	MC_AP_A_AND_D_FPL_RESTRICTED_M176	EN, SP
6589	MC_AP_ICT_RESTRICT_AID_WITH_SOC_M183	EN, SP
6590	MC_AP_ICT_RESTRICT_AID_NO_SOC_M184	EN, SP
6591	MC_AP_ICT_FULL_AID_NO_SOC_M185	EN, SP
6592	MC_AP_ICT_FULL_AID_WITH_SOC_M186	EN, SP
6596	MC_AP_DRA_RESTRICT_WITH_SOC_M193	EN, SP
6597	MC_AP_DRA_2_RESTRICT_WITH_SOC_M194	EN, SP
7629	MC_AP_RESTRICT_MC_NO_SOC_M224	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
7630	MC_AP_RESTRICT_RETRO_MC_M225	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

Non-MAGI Approval Person-Level Message Fragments:

ID	Fragment Name	Available Languages*
5053	MC_AP_MESSAGE9	EN, SP, AE, CA, CH, KO, RU, TG, VI

MAGI Approval Action Fragments:

ID	Fragment Name	Available Languages*
4144	H_AP_ACTION1	EN, SP, AE, CA, CH, KO, RU, TG, VI

MAGI Approval Reason Fragments:

ID	Fragment Name	Available Languages*
7003	H_AP_FULL_SCOPE_RETRO_H901	EN, SP, AE, AR, CA, CH,

ID	Fragment Name	Available Languages*
		FA, HM, KO, RU, TG, VI
7004	H_AP_FULL_SCOPE_APP_H902	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7005	H_AP_RENEWAL_NO_CHANGE_H903	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7006	H_AP_LIMITED_SCOPE_RETRO_H904	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7007	H_AP_LIMITED_SCOPE_APP_H905	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7008	H_AP_RESTRICTED_SCOPE_RETRO_H906	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7009	H_AP_RESTRICTED_SCOPE_APP_H907	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7010	H_AP_ACCELERATED_ENROLLMENT_APP_H908	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7011	H_AP_FULL_SCOPE_APPROVAL_WITH_PREMIUM _APP_H909	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7026	H_AP_RESTRICTED_SCOPE_APPROVAL_W_PREMIUM _APP_H910	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7453	H_AP_PREG_TEEN_INC_DISREGARD_H406	EN, SP
7626	H_AP_RESTRICTED_SCOPE_APP_H912	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7625	H_AP_RESTRICTED_SCOPE_RETRO_H911	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI

2. *Program level Message fragments tied to Approvals (both non-MAGI and MAGI)*
   See Supporting Documents #7 for Fragment Text.

   Non-MAGI Approval Program level Message Fragments:

ID	Fragment Name	Available Languages*
5121	MC_AP_CH_DEEMED_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5122	MC_AP_TEN_DAYS_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5123	MC_AP_CH_INELIGIBLE_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5124	MC_AP_CHILD_BIC_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5125	MC_AP_CH_BIC_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5127	MC_AP_CH_MCAP_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI

   Note: At the time of this Design there are no existing MAGI Program Level type Messages. At which time a MAGI Program Level Message fragment is added it will also generate at this tier of the hierarchy. The existing MAGI footers will continue to generate at the end of the NOA as Designed in the previous Phase (SCR CA-204496 Section 2.11).

3. *Individual Change fragments (both non-MAGI and MAGI)*
   See Supporting Documents #8 and 9 for Fragment Text.

   Non-MAGI Change Action Fragments:

ID	Fragment Name	Available Languages*
4039	MC_CH_ACTION2	EN, SP, AE, CA, CH, KO, RU, TG, VI
4042	MC_CH_ACTION3	EN, SP, AE, CA, CH, KO, RU, TG, VI
4078	MC_CH_ACTION4	EN, SP

   Non-MAGI Change Reason Fragments:

ID	Fragment Name	Available Languages*
6598	MC_CH_DRA_RESTRICT_NO_SOC_M195	EN, SP
6599	MC_CH_DRA_RESTRICT_WITH_SOC_M196	EN
6664	MC_CH_INCR_NONEXEMPT_INCOME_M750	EN, SP, AE, CA, CH, KO, RU, TG, VI
6665	MC_CH_DECR_NONEXEMPT_INCOME_M751	EN, SP, AE, CA, CH, KO, RU, TG, VI

6670	MC_CH_SOC_SEC_BENFT_INCR_SOC_CHANGED_M761	EN, SP, AE, CA, CH, KO, RU, TG, VI
6674	MC_CH_HH_DECR_SOC_CHNG_LTC_M765	EN
6675	MC_CH_SOC_CHANGE_M766	EN, SP
6325	MC_CH_RESTR_TO_FULL_M160	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6573	MC_CH_ALIEN_STATUS_VERIF_FAIL_M159	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
7631	MC_CH_ALIEN_STATUS_VERIF_FAIL_M780	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
7632	MC_CH_RESTR_TO_FULL_M781	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

Non-MAGI Change Person-Level Message Fragments:

ID	Fragment Name	Available Languages*
5054	MC_CH_MESSAGE4	EN, SP
5056	MC_CH_MESSAGE6	EN, SP

MAGI Change Action Fragments:

ID	Fragment Name	Available Languages*
4145	H_CH_ACTION1	EN, SP, AE, CA, CH, KO, RU, TG, VI

MAGI Change Reason Fragments:

ID	Fragment Name	Available Languages*
7027	H_CH_FULL_SCOPE_TO_RESTRICTED_SCOPE_H801	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7028	H_CH_RESTRICTED_SCOPE_TO_FULL_SCOPE_H802	EN, SP, AE, AR, CA, CH,

ID	Fragment Name	Available Languages*
		FA, HM, KO, RU, TG, VI
7029	H_CH_FULL_SCOPE_TO_LIMITED_SCOPE_H803	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7031	H_CH_LIMITED_SCOPE_TO_FULLED_SCOPE_H804	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7032	H_CH_PREMIUME_TO_NO_PREMIUM_H805	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7033	H_CH_NO_PREMIUME_TO_PREMIUM_H806	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7628	H_CH_RESTRICTED_SCOPE_TO_FULL_SCOPE_H808	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7627	H_CH_FULL_SCOPE_TO_RESTRICTED_SCOPE_H807	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI

4. ***Program level Message fragments tied to Changes (both non-MAGI and MAGI)***

See Supporting Documents #8 for Fragment Text.

Only Program level Message fragments that have not generated in the Approval Program level Message section of the NOA. (See #2 of the hierarchy) Program level Message fragments will not generate more than once on an NOA.

Non-MAGI Change Program level Message Fragments:

ID	Fragment Name	Available Languages*
5121	MC_AP_CH_DEEMED_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5123	MC_AP_CH_INELIGIBLE_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI

5125	MC_AP_CH_BIC_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5127	MC_AP_CH_MCAP_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5128	MC_CH_MMCHP_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5129	MC_CH_TITLE_TWO_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI

Note: At the time of this Design there are no existing MAGI Program Level type Messages. At which time a MAGI Program Level Message fragment is added it will also generate at this tier of the hierarchy. The existing MAGI footers will continue to generate at the end of the NOA as Designed in the previous Phase (SCR CA-204496 Section 2.11).

5. *Individual Denial fragments (both non-MAGI and MAGI)*
See Supporting Documents #10 and 11 for Fragment Text.

Non-MAGI Denial Action Fragments:

ID	Fragment Name	Available Languages*
4034	MC_DN_ACTION1	EN, SP, AE, CA, CH, KO, RU, TG, VI
4037	MC_DN_ACTION2	EN, SP
4038	MC_DN_ACTION3	EN, SP, AE, CA, CH, KO, RU, TG, VI
4041	MC_DN_ACTION4	EN, SP
4053	MC_DN_ACTION7	EN, SP
4095	MC_DN_ACTION9	EN
4108	MC_DN_ACTION10	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

Non-MAGI Denial Reason Fragments:

ID	Fragment Name	Available Languages*
6314	MC_DN_RETRO_FAIL_DETER_VERIF_M411	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6503	MC_DN_RCA_RECIPIENT_M023	EN, SP, AE, CA, CH, KO, RU, TG, VI
6505	MC_DN_MC_SSI_DEN_NOA_M024	EN, SP
6511	MC_DN_INDIV_APP_NOT_IN_HOME_M030	EN, SP
6512	MC_DN_CLIENT_REQ_FOR_DEN_M031	EN, SP, AE, CA, CH, KO, RU, TG, VI
6513	MC_DN_WHRABTS_UNKNWN_M032	EN, SP
6522	MC_DN_PERS_AGE_VIOL_M041	EN, SP
6526	MC_DN_RSRCS_EXCEED_LIMIT_M052	EN, SP, AE, CA, CH, KO, RU, TG, VI
6608	MC_DN_HIC_NUM_VERIF_M301	EN, SP

ID	Fragment Name	Available Languages*
6620	MC_DN_MC_SUPP_COOP_FAIL_M320	EN, AE, CA, CH, KO, RU, TG, VI
6621	MC_DN_NO_LINKAGE_M325	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6622	MC_DN_NOT_MEET_BLINDNESS_RULES_M327	EN, SP, CA, CH, KO, VI
6626	MC_DN_OVERLAP_AID_M333	EN, SP, AE, CA, CH, KO, RU, TG, VI
6631	MC_DN_NOT_A_CTZN_M345	EN, SP
6634	MC_DN_PICKLE_NOT_CITIZEN_M349	EN, SP
6895	MC_DN_FAIL_DETER_VERIF_M410	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
7590	MC_DN_NON_COOP_CHILD_NON_COMP_M424	EN, SP
7589	MC_DN_NAME_IDENTITY_NON_COMP_M423	EN, SP
7580	MC_DN_REFUSED_DIB_NON_COMP_M414	EN, SP
7583	MC_DN_REFUSED_SDI_NON_COMP_M417	EN, SP
7584	MC_DN_REFUSED_UIB_NON_COMP_M418	EN, SP

Non-MAGI Denial Person-Level Message Fragments:

ID	Fragment Name	Available Languages*
5084	MC_DN_MESSAGE6	EN

MAGI Denial Action Fragments:

ID	Fragment Name	Available Languages*
4090	H_DN_ACTION1	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
4091	H_DN_ACTION2	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
4146	H_DN_ACTION3	EN, SP, AE, CA, CH, KO, RU, TG, VI

MAGI Denial Reason Fragments:

ID	Fragment Name	Available Languages*
6890	H_DN_FAIL_REDETER_VERIF_H410	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6891	H_DN_RETRO_FAIL_DETER_VERIF_H411	EN, SP

ID	Fragment Name	Available Languages*
7034	H_DN_NOT_CA_RESIDENT_H101	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7035	H_DN_RETRO_NOT_CA_RESIDENT_H201	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7036	H_DN_WRITTEN_WITHDRAWAL_H102	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7037	H_DN_RETRO_WRITTEN_WITHDRAWAL_H202	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7038	H_DN_CHILD_APPLIED_FOR_SELF_H103	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7039	H_DN_RETRO_CHILD_APPLED_FOR_SELF_H203	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7040	H_DN_DUPLICATE_APPLICATION_H104	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7041	H_DN_RETRO_DUPLICATE_APPLICATION_H204	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7043	H_DN_ON_AID_ANOTHER_CASE_H105	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7044	H_DN_RETRO_ON_AID_ANOTHER_CASE_H205	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7045	H_DN_DECEASED_H106	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7046	H_DN_RETRO_DECEASED_H206	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7047	H_DN_WHEREABOUTS_UNKNOWN_H107	EN, SP, AE, AR, CA, CH,

ID	Fragment Name	Available Languages*
		FA, HM, KO, RU, TG, VI
7048	H_DN_RETRO_WHEREABOUTS_UNKNOWN_H207	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7049	H_DN_RECEIVES_SSI_H108	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7051	H_DN_RETRO_RECEIVES_SSI_H208	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7450	H_DN_CAT_INELIG_H403	EN, SP
7452	H_DN_RETRO_CAT_INELIG_H404	EN, SP
7566	H_DN_DID_NOT_APPLY_MEDICARE_NON_COMP_H422	EN, SP
7565	H_DN_FTP_THIRD_PARTY_LIABILITY_NON_COMP_H421	EN, SP
7567	H_DN_NAME_IDENTITY_NON_COMP_H423	EN, SP
7568	H_DN_NON_COOP_CHILD_NON_COMP_H424	EN, SP
7602	H_DN_REFUSED_DIB_NON_COMP_H414	EN, SP
7603	H_DN_REFUSED_MILITARY_BENEFITS_NON_COMP_H415	EN, SP
7560	H_DN_REFUSED_RETIREMENT_NON_COMP_H416	EN, SP
7561	H_DN_REFUSED_SDI_NON_COMP_H417	EN, SP
7562	H_DN_REFUSED_UIB_NON_COMP_H418	EN, SP
7563	H_DN_REFUSED_VA_NON_COMP_H419	EN, SP
7564	H_DN_REFUSED_WORKER_COMP_NON_COMP_H420	EN, SP
7737	H_DN_TN_MFJ_SPOUSE_INFO_H115	EN, SP

MAGI Denial Person-Level Message Fragments:

ID	Fragment Name	Available Languages*
5070	H_DN_MESSAGE1	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

6. *Program level Message fragments tied to Denials (both non-MAGI and MAGI)*

See Supporting Documents #10 for Fragment Text.

Only Program level Message fragments that have not generated in the Approval or Change Program level Message sections of the NOA. (See #2 and #4 of the hierarchy) Program level Message fragments will not generate more than once on an NOA.

Non-MAGI Denial Program level Message Fragments:

ID	Fragment Name	Available Languages*
5126	MC_DN_TN_BIC_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5130	MC_DN_TN_SEPARATE_NOA_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI

Note: At the time of this Design there are no existing MAGI Program Level type Messages. At which time a MAGI Program Level Message fragment is added it will also generate at this tier of the hierarchy. The existing MAGI footers will continue to generate at the end of the NOA as Designed in the previous Phase (SCR CA-204496 Section 2.11).

7. *Individual Discontinuance fragments (both non-MAGI and MAGI)*
See Supporting Documents #12 and 13 for Fragment Text.

Non-MAGI Discontinuance Action Fragments:

ID	Fragment Name	Available Languages*
4035	MC_TN_ACTION1	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
4043	MC_TN_ACTION2	EN, SP, AE, CA, CH, KO, RU, TG, VI
4055	MC_TN_ACTION5	EN, SP, AE, CA, CH, KO, RU, TG, VI
4056	MC_TN_ACTION6	EN, SP
4057	MC_TN_ACTION7	EN, SP
4059	MC_TN_ACTION4	EN, SP, AE, CA, CH, KO, RU, TG, VI
4109	MC_TN_ACTION9	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

Non-MAGI Discontinuance Reason Fragments:

ID	Fragment Name	Available Languages*
6502	MC_TN_DISCON_SENTENCED_JAIL_OR_INSTITUTION_M020	EN, SP
6506	MC_TN_SSI_RCPNT_M024	EN, SP, AE, CA, CH, KO, RU, TG, VI
6509	MC_TN_PERS_NOT_LNKD_PROG_M028	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6510	MC_TN_INDIV_DESCEASED_M029	EN, SP
6514	MC_TN_WHRABTS_UNKNWN_M032	EN, SP, AE, CA, CH, KO, RU, TG, VI
6515	MC_TN_ICT_OUT_TERM_M033	EN, SP
6525	MC_TN_RSRCS_EXCEED_LIMIT_M052	EN, SP, AE, CA, CH, KO, RU, TG, VI
6543	MC_TN_COUNTY_RES_VERIF_FAIL_M080	EN, SP

ID	Fragment Name	Available Languages*
6569	MC_TN_SOC_TO_NO_SOC_INCOME_DECREASE_M154	EN, SP, AE, CA, CH, KO, RU, TG, VI
6578	MC_TN_TMC_NO_ELIG_CHILD_IN_HOME_M169	EN, SP
6579	MC_TN_TMC_GROSS_INC_EXD_LIMIT_M170	EN, SP
6586	MC_TN_A_AND_D_FPL_INCOME_OVER_LIMIT_M177	EN, SP
6619	MC_TN_MC_SUPP_COOP_FAIL_M320	EN, SP, AE, CA, CH, KO, RU, TG, VI
6624	MC_TN_NO_CHILD_UNDER_21_M331	EN
6627	MC_TN_OVERLAP_AID_M333	EN, SP
6636	MC_TN_CEC_CHILD_TURNED_19_M352	EN, SP, AE, CA, CH, KO, RU, TG, VI
6637	MC_TN_CEC_WHREABTS_UNKNOWN_M353	EN, SP, AE, CA, CH, KO, RU, TG, VI
6642	MC_TN_CEC_ENDS_CHILD_MOVES_M358	EN, SP, AE, CA, CH, KO, RU, TG, VI
6643	MC_TN_CEC_OVERLAP_AID_M359	EN, SP, AE, CA, CH, KO, RU, TG, VI
6646	MC_TN_CEC_CLIENT_REQUEST_M362	EN, SP
6650	MC_TN_FAIL_IFDS_WITH_SOC_M367	EN, SP, AE, CA, CH, KO, RU, TG, VI
6651	MC_TN_FAIL_NHR_NO_SOC_M370	EN, SP, AE, CA, CH, KO, RU, TG, VI
6652	MC_TN_FAIL_NHR_WITH_SOC_M371	EN, SP, AE, CA, CH, KO, RU, TG, VI
6657	MC_TN_IC_MINOR_IN_JUVI_M395	EN, SP
6660	MC_TN_JUVI_MINOR_OVER_21_M398	EN, SP
6661	MC_TN_MINOR_JUVI_OVER_12_MONTHS_M399	EN, SP
6662	MC_TN_FAIL_PICKLE_REQUIREMENTS_M702	EN
6663	MC_TN_CLIENT-REQ_TERMINATION_M706	EN, SP, AE, CA, CH, KO, RU, TG, VI
6896	MC_TN_FAIL_VERIF_DETERM_M410	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6897	MC_TN_FAIL_REDETER_RESPONSE_M400	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6898	MC_TN_FAIL_REDETER_VERIF_M401	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

ID	Fragment Name	Available Languages*
7608	MC_TN_MC355_VERIF_NOT_RECEIVED_M425	EN, SP
7599	MC_TN_DID_NOT_APPLY_MEDICARE_NON_COMP_M422	EN, SP
7598	MC_TN_FTP_THIRD_PARTY_LIABILITY_NON_COMP_M421	EN, SP
7600	MC_TN_NAME_IDENTITY_NON_COMP_M423	EN, SP
7601	MC_TN_NON_COOP_CHILD_NON_COMP_M424	EN, SP
7591	MC_TN_REFUSED_DIB_NON_COMP_M414	EN, SP
7592	MC_TN_REFUSED_MILITARY_BENEFITS_NON_COMP_M415	EN, SP
7593	MC_TN_REFUSED_RETIREMENT_NON_COMP_M416	EN, SP
7594	MC_TN_REFUSED_SDI_NON_COMP_M417	EN, SP
7595	MC_TN_REFUSED_UIB_NON_COMP_M418	EN, SP
7596	MC_TN_REFUSED_VA_NON_COMP_M419	EN, SP
7597	MC_TN_REFUSED_WORKER_COMP_NON_COMP_M420	EN, SP

Non-MAGI Discontinuance Person-Level Message Fragments:

ID	Fragment Name	Available Languages*
5037	MC_TN_MESSAGE1	EN, SP, AE, CA, CH, KO, RU, TG, VI
5058	MC_TN_MESSAGE5	EN, SP, AE, CA, CH, KO, RU, TG, VI

MAGI Discontinuance Action Fragments:

ID	Fragment Name	Available Languages*
4092	H_TN_ACTION1	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
4147	H_TN_ACTION2	EN, SP, AE, CA, CH, KO, RU, TG, VI
7609	H_TN_MC355_VERIF_NOT _RECEIVED_H425	EN, SP

MAGI Discontinuance Reason Fragments:

ID	Fragment Name	Available Languages*
6322	H_TN_DECEASED_H106	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6323	H_TN_WHEREABOUTS_UNKNOWN_H107	EN, SP, AE, CA, CH, FA,

ID	Fragment Name	Available Languages*
		KO, RU, TG, VI
6324	H_TN_RECEIVES_SSI_H108	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6893	H_TN_FAIL_REDETERM_RESPONSE_H400	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
6894	H_TN_FAIL_REDETER_VERIF_H401	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI
7052	H_TN_NOT_CA_RESIDENT_H101	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7053	H_TN_WRITTEN_DISCONTINUANCE_H102	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7054	H_TN_ON_AID_ANOTHER_CASE_H105	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7055	H_TN_STOP_AID_FOR_OPTIONAL_MEMBER_H109	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7057	H_TN_TMC_REPORT_INCOMPLETE_H110	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7059	H_TN_TMC_REPORT_NOT_RECVD_H111	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7067	H_TN_OVER_MAGI_INCOME_H113	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7068	H_TN_NON_PAYMENT_OF_PREMIUM_H112	EN, SP, AE, AR, CA, CH, FA, HM, KO, RU, TG, VI
7474	H_TN_MCAP_DISCONTINUANCE_H114	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

ID	Fragment Name	Available Languages*
7577	H_TN_DID_NOT_APPLY_MEDICARE_NON_COMP_H422	EN, SP
6892	H_TN_FAIL_DETER_VERIF_H410	EN
7576	H_TN_FTP_THIRD_PARTY_LIABILITY_NON_COMP_H421	EN, SP
7578	H_TN_NAME_IDENTITY_NON_COMP_H423	EN, SP
7579	H_TN_NON_COOP_CHILD_NON_COMP_H424	EN, SP
7569	H_TN_REFUSED_DIB_NON_COMP_H414	EN, SP
7570	H_TN_REFUSED_MILITARY_BENEFITS_NON_COMP_H415	EN, SP
7571	H_TN_REFUSED_RETIREMENT_NON_COMP_H416	EN, SP
7572	H_TN_REFUSED_SDI_NON_COMP_H417	EN, SP
7573	H_TN_REFUSED_UIB_NON_COMP_H418	EN, SP
7574	H_TN_REFUSED_VA_NON_COMP_H419	EN, SP
7575	H_TN_REFUSED_WORKER_COMP_NON_COMP_H420	EN, SP
7738	H_DN_TN_MFJ_SPOUSE_INFO_H115	EN, SP

MAGI Discontinuance Person-Level Message Fragments:

ID	Fragment Name	Available Languages*
5072	H_TN_MESSAGE1	EN, SP, AE, CA, CH, FA, KO, RU, TG, VI

8. *Program level Message fragments tied to Discontinuances (both non-MAGI and MAGI)*

See Supporting Documents #12 for Fragment Text.

Only Program level Message fragments that have not generated in the Approval, Change, or Denial Program level Message sections of the NOA. (See #2, #4, and #6 of the hierarchy) Program level Message fragments will not generate more than once on an NOA.

Non-MAGI Discontinuance Program level Message Fragments:

ID	Fragment Name	Available Languages*
5126	MC_DN_TN_BIC_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5130	MC_DN_TN_SEPARATE_NOA_MESSAGE	EN, SP, AE, CA, CH, KO, RU, TG, VI
5096	MC_TN_MESSAGE7	EN,SP

Note: At the time of this Design there are no existing MAGI Program Level type Messages. At which time a MAGI Program Level Message fragment is added it will also generate at this tier of the hierarchy. The existing MAGI footers will continue to generate at the end of the NOA as Designed in the previous Phase (SCR CA-204496 Section 2.11).

9. *MAGI Footer logic*

See Supporting Documents #14 for Fragment Text.

Currently there are two Footers that generate for Medi-Cal. There exists a Footer for Approval and Change NOAs and one that exists for Denial and Discontinuance NOAs. For this effort we will be including the following footer for the below scenario:

NOA Actions	NOA Footer
Approval and Change	Approval/Change Footer Name: MC_H_AP_CH_STATIC_FOOTER ID: 5104
Approval and Denial	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Approval and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Change and Denial	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Change and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Denial and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Approval, Change, and Denial	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083

Approval, Change, and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Approval, Denial and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Change, Denial, and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083
Approval, Change, Denial, and Discontinuance	Denial/Discontinuance Footer Name: H_STATIC_FOOTER ID: 5083

2.5 Updates to Medi-Cal mixed non-MAGI/MAGI NOA Titles/Document Name

2.5.1 Overview

Section 2.3 is updating the mixed non-MAGI/MAGI NOA logic to allow for more than one action to populate on an NOA. This section will update the NOA Title that generates on non-MAGI/MAGI NOAs when generating with more than one action type.

Currently the Distributed Documents page populates the Document Name (hyperlink) with 'NOA', the program name 'MC', the Action type, and the applicable Reason. This effort will not change those standards and only update to allow for more than one Action type. (Note: Phase 5 SCR CA-204499 will look into potential updates to this population overall for mixed NOAs)

2.5.2 Description of Change

Below are the updates for NOA titles and the Document Name on the Distributed Documents page.

1. **Updates to NOA Titles**

See Supporting Documents #1-4 for NOA Examples with new NOA titles.

Add the following NOA titles to the mixed non-MAGI/MAGI NOA for the following scenarios (Note: all NOA Titles and Translations will follow the current text wrapping in the NOA Templates):

NOA Actions	NOA Title	Formatting*
Approval Change	NOTICE OF ACTION MEDI-CAL APPROVAL AND CHANGE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Approval Denial	NOTICE OF ACTION MEDI-CAL APPROVAL AND DENIAL	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Approval Discontinuance	NOTICE OF ACTION MEDI-CAL APPROVAL AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Change Denial	NOTICE OF ACTION MEDI-CAL CHANGE AND DENIAL	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Change Discontinuance	NOTICE OF ACTION MEDI-CAL CHANGE AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Denial Discontinuance	NOTICE OF ACTION MEDI-CAL DENIAL AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Approval Change Denial	NOTICE OF ACTION MEDI-CAL APPROVAL, CHANGE, AND DENIAL	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Approval Change Discontinuance	NOTICE OF ACTION MEDI-CAL APPROVAL, CHANGE, AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Approval Denial Discontinuance	NOTICE OF ACTION MEDI-CAL APPROVAL, DENIAL, AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10
Change Denial Discontinuance	NOTICE OF ACTION MEDI-CAL CHANGE, DENIAL, AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10

NOA Actions	NOA Title	Formatting*
Approval Change Denial Discontinuance	NOTICE OF ACTION MEDI-CAL APPROVAL, CHANGE, DENIAL, AND DISCONTINUANCE	First Line: Arial Font Bold Size 12 Second and Third Line: Arial Font Bold Size 10

*English only, Spanish and threshold will generate based on project standards for that language.

Note: NOA titles above will be added in the following languages that are currently supported for mixed non-MAGI/MAGI NOAs: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, Vietnamese

2. Updates to Document Name on Distributed Documents

Update the Document Name on Distributed Documents to allow for population of all applicable Actions listed on the NOA.

Note: No change to the population of the Program or Reason for the Document Name.

NOA Actions	Distributed Documents Actions Listed
Approval Change	MAGI Approval and Change: HA HC
Approval Denial	MAGI Approval and Denial: HA HD
Approval Discontinuance	MAGI Approval and Discontinuance: HA HT
Change Denial	MAGI Change and Denial: HC HD
Change Discontinuance	MAGI Change and Discontinuance: HC HT
Denial Discontinuance	MAGI Denial and Discontinuance: HD HT
Approval Change Denial	MAGI Approval, Change, and Denial: HA HC HD
Approval Change Discontinuance	MAGI Approval, Change, and Discontinuance: HA HC HT

Approval Denial Discontinuance	MAGI Approval, Denial, and Discontinuance: HA HD HT
Change Denial Discontinuance	MAGI Change, Denial, and Discontinuance: HC HD HT
Approval Change Denial Discontinuance	MAGI Approval, Change, Denial, and Discontinuance: HA HC HD HT

2.6 Updates to Medi-Cal Regulations

2.6.1 Overview

Currently Regulations that are associated to Reason Fragments are merged into a single list and populated in the Medi-Cal Regulation section on the bottom of the first page for non-MAGI. When the regulations associated to different Reason Fragments are not formatted the same way (for example, different spacing between regulations), the existing logic cannot determine that if the same list of regulations is the same and will populate both lists causing duplication of the regulations. This recommendation will update existing regulations to match the standards.

2.6.2 Description of Change

Update the existing Medi-Cal Regulations to match others in the system to prevent duplicated Regulations. Updated Regulations are in Supporting Documents #15.

Note: SCR CA-209492 will update existing functionality to further prevent duplication of Regulations and Form Names on Medi-Cal NOAs.

3 SUPPORTING DOCUMENTS

Note: All Dynamic NOA Examples are provided for a visual idea of positioning, population formatting, and possible surrounding Fragments. They may include test data (fake names, dates, etc.) for population that may not be true values in production (addresses, income limits, etc.) or Variable placeholders. Any SCRs that are in progress or being completed after the Examples were created are not included within the Examples.

Number	Functional Area	Description	Attachment
1	NOA	Mixed Action Non-MAGI/MAGI NOA Examples (differing non-	Example NOAs: • Phase3_Two_Actions_Approvals.zip • Phase3_Two_Actions_Changes.zip

Number	Functional Area	Description	Attachment
		MAGI and MAGI Action types on an NOA) Note: Examples exclude the NA Back 9 that will generate on the back of the first page. Marked Section Examples are included to provide a visual of the hierarchy added with Recommendation 2.4.	• Phase3_Two_Actions_Denials.zip • Phase3_Two_Actions_Disc.zip Example NOAs with Marked Sections: • Phase3_M_Two_Actions_Approvals.zip • Phase3_M_Two_Actions_Changes.zip • Phase3_M_Two_Actions_Denials.zip • Phase3_M_Two_Actions_Disc.zip
2	NOA	Mixed Action Non-MAGI/MAGI NOA Examples (two types of non-MAGI Actions and one MAGI Action type on an NOA). Note: Examples exclude the NA Back 9 that will generate on the back of the first page. Marked Section Examples are included to provide a visual of the hierarchy added with Recommendation 2.4.	Example NOAs: Phase3_NonMagi_Three_Actions.zip Example NOAs with Marked Sections: Phase3_M_NonMagi_Three_Actions.zip
3	NOA	Mixed Action Non-MAGI/MAGI NOA Examples (one type of non-MAGI Actions and two types of MAGI Actions on an NOA) Note: examples exclude the NA Back 9 that will generate on the back of the first page	Example NOAs: Phase3_Magi_Three_Actions.zip Example NOAs with Marked Sections: Phase3_Magi_Thee_Actions.zip
4	NOA	Mixed Action Non-MAGI/MAGI NOA	Example NOA:

Number	Functional Area	Description	Attachment
		Examples (all four Action types on an NOA) Note: example excludes the NA Back 9 that will generate on the back of the first page	Phase 3 Non-MAGI AP&DN MAGI CH&TN Example v1.pdf Example NOA with Marked Sections: Phase 3 M Non-MAGI AP&DN MAGI CH&TN Example v2.pdf
5	NOA	MC Individual non-MAGI/MAGI Action Statement Text	See Phase 3 MC Individ Action Statement Fragments.pdf
6	NOA	MC Approval Fragment Text	See • Phase 3 MC Approval Action Fragments.pdf • Phase 3 MC Approval Reason Fragments.pdf • Phase 3 MC Approval Message Fragments.pdf
7	NOA	MAGI Approval Fragment Text	See Phase 3 MAGI Approval Fragments.pdf
8	NOA	MC Change Fragment Text	See • Phase 3 MC Change Action Fragments.pdf • Phase 3 MC Change Reason Fragments.pdf • Phase 3 MC Change Message Fragments.pdf
9	NOA	MAGI Change Fragment Text	See Phase 3 MAGI Change Fragments.pdf
10	NOA	MC Denial Fragment Text	See • Phase 3 MC Denial Action Fragments.pdf • Phase 3 MC Denial Reason Fragments.pdf • Phase 3 MC Denial Message Fragments.pdf

Number	Functional Area	Description	Attachment
11	NOA	MAGI Denial Fragment Text	See Phase 3 MAGI Denial Fragments.pdf
12	NOA	MC Discontinuance Fragment Text	See • Phase 3 MC Discontinuance Action Fragments.pdf • Phase 3 MC Discontinuance Reason Fragments.pdf • Phase 3 MC Discontinuance Message Fragments.pdf
13	NOA	MAGI Discontinuance Fragment Text	See Phase 3 MAGI Discontinuance Fragments.pdf
14	NOA	Medi-Cal Footer Fragment Text	See Phase 3 MC Footer Fragments.pdf
15	NOA	Medi-Cal Regulation Updates	See CA-204497 Regulation Update.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.1.6	The LRS shall combine multiple actions within a single NOA, including all appropriate reasons for each proposed action taken, and shall include a single consolidated calculations/computations showing the net result(s) of all changes made by program or combination of programs, as specified by COUNTY.	This effort will be combining the Medi-Cal Action types onto one flowed document to show combined results of the Medi-Cal program.

5 OUTREACH

N/A

6 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-204582

Add Edit Functionality to a Service Arrangement

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/28/2020	1.0	Initial Design	Jimmy Tu
2/3/2021	1.1	Content Revision – Remove recommendation to auto populate RCA / Former RCA REP Programs as this is already being defaulted in the CalSAWS System.	Jimmy Tu
2/24/2021	1.2	Design Clarification – Update Current Design #3.	Jimmy Tu
3/3/2021	1.3	Content Revision 2 – Removed recommendation to auto populate RCA / Former RCA REP Programs as this is being defaulted to the CalWORKs Aid Code when there is an available CalWORKs program on the case. This recommendation to populate aid codes for former RCA REP programs will be addressed with SCR CA-225955.	Jimmy Tu

Table of Contents

1 OVERVIEW

1.1 Current Design

1. The Service Arrangement Detail page allows users to create a service arrangement for a requested supportive service need.
2. When editing a service arrangement, the only editable fields are 'Status', 'Status Reason', and 'Status Date'. If the information in the other fields are incorrect, the user will need to remove the service arrangement and create a new one.
3. Aid Codes are auto populated based on the following logic:
   a. WTW programs have the aid code field auto populated with the CalWORKs aid code.
   b. RCA programs have the aid code field auto populated with the RCA aid code.
   c. CalWORKs REP programs have the aid code field auto populated with the CalWORKs aid code.
      i. Note: Currently ONLY CalWORKs is mapped as a parent program for REP programs.
   d. RCA REP programs do not default the aid code but has a dropdown of aid codes for users to select.

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Service Arrangement Detail Page

2.1.1 Overview

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

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

2.1.2 Service Arrangement Detail Mockup

Figure 2.1.1 – Service Arrangement Detail Page (Edit Mode)

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

Service Type Description	Quantity ✱	Amount ✱	Total ✱	
Clothing	1	50	$50.00	Add
	Tax	10 %	$5.00	
		Arrangement Total	$55.00	

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

Service Type Description ✱	Number of People ✱	Set Amount ✱	Total ✱	
Other Furniture ▾	4	$50.00	$200.00	Add
		Arrangement Total	$200.00	

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

Service Type Description ✱	AU Size ✱	Amount ✱	Total ✱
THAP+ 14 ▾	4	1200	$1,200.00
		Arrangement Total:	$1,200.00

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

Service Type Description ✱	AU Size ✱	Amount ✱	Total ✱	
Rent ▾	4	1000	$1,000.00	Add
		Arrangement Total:	$1,000.00	

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

Number of People ✱	Number of Days ✱	Total ✱
2	28	$2,380.00

Nightly Motel Rate: ✱
50

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

Service Type Description ✱	Quantity/Period ✱
Child-31-Day Basic Pass ▾	5

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

Service Type Description	Month	Number of Trips ✱	Miles/Trip ✱	Miles	Mileage Rate	Amount ✱
Mileage	10/2020	5	50.0	250.0	$0.545	$136.25
					Arrangement Total	$136.25

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

■ Name	Amount	Total ✳
☐ RANDAL, LEENA 21M ▾	$ 80	
☐ RANDAL, LEENA 21M ▾	$ 50	
Remove	Add	$130

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

Service Type Description ✳	Quantity/Period ✳
Personal Care Kit ▾	1

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

2.1.3 Description of Changes

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

   Note: All the validation messages will still hold good for the Service Arrangement Detail page in Edit mode as well.

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

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

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

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

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

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

Example:

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

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

c. Update the fields under the Service Type Description section to be editable. The default values will be what was entered when the service arrangement was created. The Service Type Description sections vary based upon the selected "Need Type" on the Need Detail page.

a. When the Need Type selected is a Payment Request, users will be able to edit the "Description" and the "Amount" fields. (Figure 2.1.1)

b. When the Need Type selected is "Gift Certificate", users will be able to edit the Service Type Description Dropdown (Figure 2.1.2)

c. When the Need Type selected is Clothing, Tools/Equipment, Relocation Expenses, or Education Related, users will be able to edit the Service Type Description field and set a "Quantity", "Amount", and "Tax" percentage. (Figure 2.1.3)

d. When the Need Type selected is "Household Necessity", users will be able to edit the Service Type Description

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

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

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

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

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

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

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

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

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

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

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

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4   REQUIREMENTS

4.1   Project Requirements

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

4.2   Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5   MIGRATION IMPACTS

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

6   OUTREACH

None.

7   APPENDIX

None.

California Statewide Automated Welfare System

Design Document

CA-207106 | DDID 2305, 2306, 2307

Update Text Messaging Solution for all 58 Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Avi Bandaranayake
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/24/20	1.0	Initial Draft	Avi Bandaranayake
9/10/20	1.1	Updated 2.6.2 #9 to include Spanish opt in keyword and response.	Avi Bandaranayake
9/21/20	1.2	Updates based on QA comments	Avi Bandaranayake
9/28/2020	1.3	Updates based on DEL comments	Avi Bandaranayake
10/13/2020	1.4	Updated 2.6.2 and added new table 2.6.3 for list of FTP jobs to remove.	Avi Bandaranayake
11/12/2020	1.5	Added new section (2.3) for Transaction History Detail	Avi Bandaranayake
12/10/2020	1.6	Updated button names on contact detail and navigation path for automated actions	Avi Bandaranayake
3/11/2021	1.7	Added new sections 2.11- 2.14 Added Supporting Document 2 for LA zipcodes. Updated Supporting Document 1 Updated sections 2.1, 2.2, 2.6-2.9 with additional details.	Avi Bandaranayake

Table of Contents

1   OVERVIEW

This design details migrating the existing C-IV texting solution to CalSAWS.

1.1   Current Design

In LRS/CalSAWS, all text message campaigns are currently run via batch jobs. These jobs will identify customers based on various criteria, and send text messages about status, benefit information, appointments, and other notifications. The text messages are sent from the Los Angeles County Information Technology Division (ITD) and not directly from LRS/CalSAWS.

1.2   Requests

Migrate the C-IV text messaging solution into LRS/CalSAWS for all 58 Counties.

1.3   Overview of Recommendations

1. Add new text message sign up and cancellation flows.
2. Add text message campaigns that utilize a key word (OPT IN, STOP, HELP, etc.)
3. Add the ability for each County to turn campaigns on or off.
4. Add new text message campaigns to support all 58 counties.

1.4   Assumptions

1. Automated Actions framework will be in place to support turning text messages on and off. See CA-214928 for more details.
2. A new short code number will be used for all messages sent from CalSAWS as of the ~~21.01~~ 21.05 release.
3. CA-218535 will add updates to CalSAWS.org to host a new informational Text Terms & Conditions page for Texting.
4. CA-207643 will add a new texting service that will be used by the CalSAWS system.
5. Text messages will only be sent in English and Spanish, using English characters. Not all phones may support Spanish or other language characters and using them may result in texts with illegible characters.
6. CA-216118 will migrate the TEXT 100 and TEXT 101 forms to CalSAWS.
7. Text messages related to Self-Service Portal will be implemented with CA-219232.
8. Updated Terms and Conditions text message will be sent with each Conversion wave: CA-220307, CA-220308, CA-220310, CA-220311, CA-220312, CA-220313 and CA-220314

2   RECOMMENDATIONS

2.1   Contact Detail

2.1.1   Overview

The Contact Detail page allows users to enter customer phone number information. This page will be used to store whether a customer wants to receive text messages, along with the status of text message sign up flow.

2.1.2   Contact Detail Mockup

Figure 2.1.1 – Contact Detail (view mode)

Contact Detail

| Save | Save and Return | Cancel |

Name: ✱
Test, Test 20M

IVR PIN:
Reset PIN

E-mail Address:
☐ Allow E-Mail Reminder

E-Notification:

E-mail Status:

Customer ID:
4012887592

Phone Numbers

☐	Number		Type ✖	IVR Consent	Text Message	Text Message Status
☐	(916)851-3000	ext.	Home ▾	Opt-Out ▾	▾	
☐		ext.	▾	▾	▾	Add

Remove

| Remove All | Save | Save and Return | Cancel |

This Type 1 page took 2.04 seconds to load.

Figure 2.1.2 – Contact Detail (edit mode)

2.1.3 Description of Changes

1. Change the "Allow Text" column header in the Phone Numbers section to display "Text Message".
2. Replace the check box with a dropdown.
   a. Add the following options to the dropdown in order:
      i. Blank (default)
      ii. Opt-In
      iii. Opt-Out
3. Add a new column titled "Text Message Status".
   a. Blank (default) – Customer has not given consent to receive text messages.
   b. Pending Verification – Verification text has been sent and is awaiting customer response.
   c. Verified – Customer has verified the phone number.
   d. Undeliverable – Text could not be delivered to customer's phone number.
   e. Opted-Out – Customer has previously chosen NOT to receive text messages.
4. When saving the page, if the Opt-In option is selected for "Text Message", send the verification text to the phone number listed. This is used to verify the phone number of the customer.

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a. An automated text message will only be sent if the value of the Text Message option was changed to Opt-In and the page is saved.

b. Update the Text Message Status to "Pending Verification".

5. Create an internal system status flag to track the first time the customer opts-in for text notifications and the status is pending verification. Use this flag to prevent additional verification messages from being sent whenever the Contact Detail page is saved.

6. Validation will display if 'Opt-in' has been selected for the 'Text Message' option for multiple Phone Numbers on the same record.

a. Validation message to be displayed: Text Messaging is only applicable for one Phone Number.

7. Validation will display if 'Opt-in' has been selected for the 'Text Message' option for the same number on a different person record.

a. Validation message to be displayed: Text Messaging is only applicable for one Phone Number per Person.

8. Add a button "Resend Text Verification" that will display if the 'Text Message' option is 'Opt-in' and the 'Text Message Status' is Pending Verification in 'View Mode'.

9. Clicking the 'Resend Text Verification' button will temporarily change the button to a gray button stating, 'Verification Sent', which will prevent the user from clicking the 'Resend Verification' button again while on the same page. The Text Message Status field will be updated to 'Pending Verification' and a confirmation text message will be sent to the customer's phone number to verify their phone number. Once the page is refreshed, the 'Verification Sent' button will be replaced by 'Resend Verification' if the User goes back to the page in View mode.

10. Modify the existing 'Send Verification' button label used for E-mail to be 'Send E-mail Verification'

11. Once a Phone Number has a Text Message Status of 'Verified' the 'Number' field cannot be edited.

12. Update the page validation that prevents the user from opting-in to 'Allow Text' to use the new 'Text Message' field, if they are linked to any case with an active 'Domestic Violence' case flag and/or an existing 'Domestic Violence' confidentiality record and their household status for the case is 'In the Home'.

13. The following validation message will display if the user tries to save with the above condition:

a. Opting-in for 'Text Messaging':

i. "Text Messaging – Cannot opt-in participant for Text Messaging due to a 'Domestic Violence' case flag and/or confidentiality."

2.1.4 Page Location

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

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

PMCR for new field added.

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Customer Contact History

2.2.1 Overview

This page is updated with a history of all text messages that are sent to or received from the users. There are no online changes to the existing page.

2.2.2 Mockup

N/A – no page changes

2.2.3 Description of Changes

1. Any time a text message is sent or received, a new Customer Contact History record will be created and displayed on the existing Customer Contact History page with the following values:
    a. Date/Time – Date and Time that text message is sent
    b. Name – Name of person that text message was sent to or from
    c. Type – Text
    d. Reason (see Contact History Reason column in the Supporting Document).
2. When responding to keywords, if the customer is on multiple cases use the following hierarchy for program status to determine which case to add the contact history record to:
    a. AC', 1,'PE', 2,'SA', 3,'GC', 4,'DE', 5,'DF', 6,'DG', 7,'DS', 8,'EX', 9,'IN', 10,'NC', 11,'WA',
3. In the case where a user has two cases both with 'AC' program status, add a customer contact history record to both cases.

4. In the case where a user has multiple cases with the same program statuses other than 'AC' add the customer contact history record to the most recently updated case.

2.2.4 Page Location
- **Global: Case Info**
- **Local: Case Summary**
- **Task: Customer Contact History**

2.2.5 Security Updates
N/A

2.2.6 Page Mapping
Update PMCR to reflect the changes made to Type and Reason.

2.2.7 Page Usage/Data Volume Impacts
N/A

2.3 Transaction History Detail Page

2.3.1 Overview
This page is updated with a history of all changes made to the Contact Detail page.

2.3.2 Mockup
N/A – no page changes

2.3.3 Description of Changes
1. Update the transaction history table associated with Contact Detail to include the "Text Message" and "Text Message Status" fields and any changes made to those fields.

2.3.4 Page Location
- **Global: Case Info**
- **Local: Case Summary**

- <mark>**Task: Contact**</mark>

2.3.5 <mark>Security Updates</mark>
<mark>N/A</mark>

2.3.6 <mark>Page Mapping</mark>
<mark>N/A</mark>

2.3.7 <mark>Page Usage/Data Volume Impacts</mark>
<mark>N/A</mark>

2.4 Automated Action List

2.4.1 Overview

Add a new Automated Action type of Text Outreach to the Automated Action List page.

2.4.2 Automated Action List Mockup

Automated Action List

▼ Refine Your Search

[Search]

Name:
[   ]

Status:
[▾]

Program:
[▾]

Type:
[Text Outreach ▾]

Source:
[▾]

Results per Page: [25 ▾] [Search]

Search Results Summary				Results 1 - 14 of 14	
Name	**Program (s)**	**Type**	**Source**	**Status**	
▼	▽	▽	▽	▽	
Appointment Reminder	All Programs	Text Outreach	Batch	Active	Edit
Benefits restore/Balderas	All Programs	Text Outreach	Batch	Active	Edit
Form incomplete	All Programs	Text Outreach	Batch	Active	Edit

Figure 2.2.1 – Automated Action List

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2.4.3 Description of Changes

1. Update the Automated Action List page to include the new Type of Text Outreach.
   a. Update page query to return results of Type "Text Outreach"
   b. Display Text Outreach type records on the Automated Action List page.

2.4.4 Page Location

- **Global: <mark>Admin</mark> Tools**
- **Local: Admin**
- **Task: Automated Actions**

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

Update PMCR to reflect the changes made to the Automated Action data model and static codes.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 Automated Action Detail

2.5.1 Overview

Update the Automated Action Detail page to support the new Type of Text Outreach and add the Text Information section.

Automated Action Detail Mockup

Automated Action Detail

| | Edit | Close |

Action Information

Name:
Appointment Reminder

Type:
Text Outreach

Status: *
Active

Program(s):
All Programs

Run Date:
Daily(Mon-Fri)

Source:
Batch

Scenario:
An appointment was scheduled.

Text Information

Message Text:
You have an appointment {by phone OR in person} on {Date} at {Time}.

Questions? {Phone Number}

| | Edit | Close |

Figure 2.3.1 – Automated Action Detail (View Mode)

Automated Action Detail

| | Save And Return | Cancel |

Action Information

Name:
Appointment Reminder

Type:
Text Outreach

Status: *
Active ∨

Program(s):
All Programs

Run Date:
Daily(Mon-Fri)

Source:
Batch

Scenario:
An appointment was scheduled.

Text Information

Message Text:
You have an appointment {by phone OR in person} on {Date} at {Time}.

Questions? {Phone Number}

| | Save And Return | Cancel |

This Type 1 page took 1.32 seconds to load.

Figure 2.3.2 – Automated Action Detail (Edit Mode)

Action Information

Name:	**Type:**	**Status:** *
Form Processed	Text Outreach	Active ⌄
Program(s):	**Run Date:**	**Source:**
CW,CF	Daily(Mon-Fri)	Batch

Scenario:
The status of a SAR7, CF RE, or CW/CF RE Packet has been updated to Complete.

Text Information

Message Text:
We processed your <FormType>. As of <mm/dd/yyyy> your <Program> benefit amt is $<Benefit Amount> for <Benefit Month mm/yyyy>.
Questions? <Phone Number>

Include Benefit Information:
Yes ⌄

Note:
If benefit information is not available or not included, the message will appear as follows:

We processed your <FormType>.

Questions? <Phone Number>

Figure 2.3.3 – Automated Action Detail with Optional Benefit dropdown

2.5.3 Description of Changes

1. Add a new Automated Action for each text message listed in the Supporting Document.
   a. The Type field will be "Text Outreach".
   b. Update the existing Action Information section in the Automated Action Detail page with details for each text message listed.
   c. Status can be updated in Edit Mode. Selection options are:
      i. Active – text will be sent.
      ii. Inactive – no text will be sent.
2. Status will be defaulted to Inactive for all counties except LA.
3. Add a new "Text Information" section to the Automated Action Detail page for actions of type "Text Outreach" with the following fields:
   a. Message Text – The contents of the message to be generated by the Automated Action.
4. For the message "Form Processed with Details" from the Supporting Document:
   a. Include Benefit Information dropdown – Whether the generated text message will include benefit information for this Automated Action. The benefit calculation sweep job will reference this field to determine if the benefit amount will be included in the text message.

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i. This field only displays for the "Form Processed with Details" message.
    ii. Selection options are:
        1. Yes – benefit information is included if available.
        2. No – benefit information is not included.
b. Add the following Text:
    i. **Note:**
    If benefit information is not available or not included the message will appear as follows:

    {Display the "Form Processed" message from the Supporting Document.}

2.5.4 Page Location

- **Global: <mark>Admin</mark> Tools**
- **Local: Admin**
- **Task: Automated Actions**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

Update PMCR to reflect the changes made to the Automated Action data model and static codes.

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Updates to existing Los Angeles County Text Messaging Jobs

2.6.1 Overview

Los Angeles County text messaging jobs that reference the Los Angeles County public customer portal, Your Benefits Now (YBN), will continue to run using the existing texting model and will be sent from ITD.

All other text messaging jobs that use the existing texting model will be turned off and will no longer run.

2.6.2 Description of Change

1. The jobs listed in Table 2.6.1 will continue to run for Los Angeles County only. These jobs will continue to send text messages to Los Angeles County customers in English only.

2. Update the jobs to send messages to customers that have Opted-in and are Verified in the system as indicated on the updated Contact Detail page.
3. Add Contact History Records with the contact history reason listed.
4. Turn off the jobs listed in Table 2.6.2. and 2.6.3

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER	MESSAGE TEXT	CONTACT HISTORY REASON
251	Paperless – Text	PO19C1179	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	Paperless – Text
252	GR/GROW Paperless Text	PO19C1196	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	GR/GROW Paperless Text
258	Upload Verification - Text	PO19C1182	DPSS received the form(s) you submitted. For more info log in to dpss.lacounty.gov and click the YBN button.	Upload Verification - Text
~~260~~	~~GROW Paperless - Text~~	~~PO19C1183~~	~~View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.~~	~~GROW Paperless - Text~~
261	GEAR Paperless – Text	PO19C1184	View your DPSS mail at dpss.lacounty.gov and click YBN. To get U.S. mail instead update your account online or call 866-613-3777.	GEAR Paperless – Text
271	General Relief Needs Special Assistance Expiration Text Reminder	PO19C1169	You have an important notice from DPSS. Please log in to your YBN account or call us at (866)613-3777 for detailed information.	General Relief Needs Special Assistance Expiration Text Reminder

Table 2.6.1 Texting jobs that will continue to run

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER
220	SAR7 Received (Confirm Receipt) – Text	PO19C1302
226	SAR7 Incomplete – Text	PO19C1303
237	SAR7 Sent/Reminder – Text	PO19C1301
238	SAR7 Rescind/Restoration – Text	PO19C1304
239	SAR Processed – Text	PO19C1305
250	GROW Appointment – Text	PO19C1178
255	GR Non Compliance Text	PO19C1185
256	GROW Non Compliance Text	PO19C1186
257	QR7-LA Not Received - Text	PO19C1181
259	SAR7 Not Received Text	PO19C1180
270	QR7 Due Month Text	PO19C1187

Table 2.6.2 Texting jobs that will be turned off

CAMPAIGN NUMBER	CAMPAIGN NAME	JOB NUMBER (FTP)
220	SAR7 Received (Confirm Receipt) – Text	PO19C1402
226	SAR7 Incomplete – Text	PO19C1403
237	SAR7 Sent/Reminder – Text	PO19C1401
238	SAR7 Rescind/Restoration – Text	PO19C1404
239	SAR Processed – Text	PO19C1405
250	GROW Appointment – Text	PO19C1278
255	GR Non Compliance Text	PO19C1285
256	GROW Non Compliance Text	PO19C1286
257	QR7-LA Not Received - Text	PO19C1281
259	SAR7 Not Received Text	PO19C1280
270	QR7 Due Month Text	PO19C1287

Table 2.6.3 Texting FTP jobs that will be turned off

2.6.3 Execution Frequency

No Change

2.6.4 Key Scheduling Dependencies

No Change

2.6.5 Counties Impacted

Los Angeles County

2.6.6 Data Volume/Performance

Unknown

2.6.7 Failure Procedure/Operational Instructions

No Change

2.7 Real-Time Text Messages

2.7.1 Overview

Update the system to send real-time text messages and respond to keywords from the customer as described in the Supporting Document.

2.7.2 Description of Change

1. Messages are sent real-time or immediately, during business hours (Monday – Friday, 8:00 AM – 6:00 PM), based on changes to data in the system. See the Supporting Document for specific messages and trigger conditions.
2. Text messages will be sent for a County, only if they have an Active status as indicated on the Automated Actions page.
3. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
4. All text messages, except the "Opt-in" message, are sent to customers that have Opted-in to text messaging and have a Text Message Status of 'Verified'.
5. Text messages can be sent to any phone number 'Type' if the above condition is met.
6. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
    a. Active Domestic Violence Case Flag
    b. Confidential Case type of Domestic Violence
7. ~~For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:~~
    a. ~~Use (866) 613-3777 if the customer is in Los Angeles County.~~
    b. ~~Use (844) 859-2100 for all other counties.~~
    For text messages that have a <Phone Number> parameter in the message, use (844) 859-2100.
8. Real-time messages include responses to select keywords (not case sensitive) received from the customer.
    a. When a customer responds to the Opt-in message with a 'Y' (or 'S' for Spanish) the system will send the confirmation message,

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update the Text Message Status to 'Verified' and add a Customer Contact History record.

b. At any time if a customer sends a cancellation keyword (STOP, STOP ALL, END, QUIT, CANCEL, UNSUBSCRIBE, or the corresponding Spanish keywords) the system will update the Text Status to 'Opted-Out', the Text Message to 'Opt-Out' and add a Customer Contact History record.

c. When a customer no longer wishes to receive text messages the User can update the Text Message dropdown to 'Opt-Out'. The Text Message Status will update to 'Opted-Out' when the record is saved.

9. Create a journal entry anytime the Text Message Status field changes. See Table 2.6.1.

10. When a customer sends a text with keyword 'CALTEXT' or 'CALTEXTO':

a. Check if the number the message was sent from is already in the system and opted-in to text messaging.

i. If the number the message was sent from is not opted-in to text messaging and the keyword is 'CALTEXT':
1. Respond with the "Response to CALTEXT" message.
2. Set the Text Message field to 'Opt-in'.
3. Ser Text Message Status to 'Verified'.

ii. If the number the message was sent from is not opted-in to text messaging and the keyword is 'CALTEXTO':
1. Respond with the "Response to CALTEXTO (Spanish)" message.
2. Set the Text Message field to 'Opt-in'.
3. Set the Text Message Status to 'Verified'.

iii. If the number the message was sent from does not exist in CalSAWS respond with the "Phone Number Validation Error" message, updating the customer contact history is not required.

iv. If the number the message was sent from is associated to more than one person in the system, respond with the "Phone Number Validation Error" message.

v. If the number is already opted-in to text messaging, respond with the "Phone Number Validation Error" message.

11. The system will respond only to keywords described in the Supporting Document, all other keywords will be ignored.

Journal info	Description
New/Update	New
Category ID	TBD by Developer
CODE_NUM_IDENTIF	TBD by Developer

Journal info	Description
Short Decode Name	Customer <First Name> <Last Name> Text Notification Changed.
Long Decode Name	Contact Detail Text Notification was updated to: <NewValue>. Phone Number updated to: <Phone Number>. Current Text Message Status: <Text Messaged Status>. Name: Customer <First Name> <Last Name>

Table 2.6.1 - Journal Details

2.7.3 Execution Frequency

Real-Time (During Business Hours) except for keyword messages.

2.7.4 Key Scheduling Dependencies

N/A

2.7.5 Counties Impacted

All Counties

2.7.6 Data Volume/Performance

Unknown

2.7.7 Failure Procedure/Operational Instructions

N/A

2.8 Batch Text Messages

2.8.1 Overview

Update the system to send new batch text messages based on criteria described in the Supporting Document.

2.8.2 Description of Change

1. Create batch sweeps to gather the target population to send text messages to. This will be based on the criteria described in the Supporting Document for each Batch text message.
2. Create batch jobs to send messages as described in the Supporting Document.

NOTE: Certain jobs may need to be split into multiple thread jobs depending on the size of the target population.

3. Text messages will be sent for a County only if they have an Active status as indicated on the Automated Actions Page.
4. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
5. All text messages, except the "Opt-in" message, are sent to customers that have Opted-in to text messaging and have a Text Message Status of 'Verified'.
6. Text messages can be sent to any phone number 'Type' if the above condition is met.
7. For text messages that apply to All Programs, only one text will be sent per recipient if they are on multiple programs, unless otherwise specified.
   All campaigns (except the two appointment campaigns and the verification request campaign) will send just one text per Active Customer who is a Primary Applicant.
   For example, for the 'Verifications Request Sent' text message, only one message will be sent to the customer, regardless of the number of Active programs the person is on.
8. For text messages that have a <Phone Number> parameter in the message, use (844) 859-2100.
   For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
   a. Use (866) 613-3777 if the customer is in Los Angeles County.
   b. Use (844) 859-2100 for all other counties.
9. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
   a. Active Domestic Violence Case Flag
   b. Confidential Case type of Domestic Violence
10. All batch text messages will be sent during normal business hours (8:00 AM to 6:00 PM).

2.8.3 Execution Frequency

See Supporting Document.

2.8.4 Key Scheduling Dependencies

Automatic Opt-out Batch job (Section 2.12) must run prior to any text message sweep job.

2.8.5 Counties Impacted

All Counties

2.8.6 Data Volume/Performance

Unknown

2.8.7 Failure Procedure/Operational Instructions

N/A

2.9 Adhoc Terms & Conditions Text Message

2.9.1 Overview

Create a batch job for the "Updated Terms and Conditions" text message on the Supporting Document to inform customers of changes to the Text Messaging Terms and Conditions. This message can be re-used whenever the terms and conditions are updated or changed.

2.9.2 Description of Change

1. Create batch sweeps to gather the target population to send text messages to. The target population: All ~~Active customers~~ Primary applicants who have previously opted in to text messaging.
2. Create a batch job to send a one-time text message to the target population.
3. Create a BSCR to run the job once, the day following the ~~21.01~~ 21.05 release.
4. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
5. Only one text will be sent per recipient if they are on multiple programs, unless otherwise specified.
6. ~~Text messages will not be sent for Domestic Violence cases, indicated by either of the following:~~
   i. ~~Active Domestic Violence Case Flag~~
   ii. ~~Confidential Case type of Domestic Violence~~
7. These messages will be sent during normal business hours (8:00 AM to 6:00 PM).

2.9.3 Execution Frequency

Once

2.9.4 Key Scheduling Dependencies

Automatic Opt-out Batch job (Section 2.12) must run prior to any text message sweep job.

2.9.5 Counties Impacted

LA County

2.9.6 Data Volume/Performance

Unknown

2.9.7 Failure Procedure/Operational Instructions

No Change

2.10 Data Change

2.10.1 Overview

Existing LRS records that use the 'Allow Text' checkbox will be updated to use the new Text Message and Text Message Status fields on the Contact Detail page.

2.10.2 Description of Change

1. Update all Contact Detail records that are currently set to "Allow Text" to "Opt-in" for the Text Message field and "Verified" for the Text Message Status field.

2.10.3 Estimated Number of Records Impacted/Performance

Approximately 400,000

2.11 IVR Update

2.11.1 Overview

The current C-IV IVR system is capable of forwarding customers to county helplines based on the zip code they enter during the call. The collection of zip codes currently available is only for C-IV counties.

2.11.2 Description of Change

1. Update the C-IV IVR system with a list of Los Angeles County zip codes (see Supporting Document 2).
2. If the caller enters a Los Angeles County zip code, forward them to (866) 613-3777.

2.12 Automatic Opt-out Batch for Text Messaging

2.12.1 Overview

The CalSAWS system will not send any Text Messages for Domestic Violence cases, indicated by either of the following:

- Active Domestic Violence Case Flag
- Confidential Case type of Domestic Violence

2.12.2 Description of Change

1. Create a new batch job that will:
   a. Update the Text Message field to 'Opt-Out'
   b. Update the Text Message Status field to 'Opted-Out'

   on the Primary Applicant's phone number record when a case has either an Active Domestic Violence Case Flag or has a Confidential Case type of Domestic Violence.

2. Create a journal with the following information:

Journal info	Description
New/Update	New
Category ID	TBD by Developer
CODE_NUM_IDENTIF	TBD by Developer
Short Decode Name	Customer <First Name> <Last Name> Text Notification Changed.
Long Decode Name	(Participant Name) effective (MM/DD/YYYY), system has automatically canceled Text Messaging due to DV case.

2.12.3 Execution Frequency

Daily

2.12.4 Key Scheduling Dependencies

Should run prior to any text messaging batch sweep job.

2.12.5 Counties Impacted

All Counties

2.12.6 Data Volume/Performance

Unknown

2.12.7 Failure Procedure/Operational Instructions

Standard Operational Procedure.

2.13 Remove Text Message from PB00R1997

2.13.1 Overview

Currently form NA 1275 - Electronic Notification Cancellation Notice is sent via batch job PB00R1997. This job will also opt-out a participant who is linked to a Domestic Violence (DV) case from e-Notifications, Allow E-Mail Reminder, and Allow Text.

2.13.2 Description of Change

1. Remove opt-out logic for text messaging from PB00R1997.
2. Remove logic that will send the NA1275 if the user is opted-out for text messaging.

2.13.3 Execution Frequency

No Change

2.13.4 Key Scheduling Dependencies

No change

2.13.5 Counties Impacted

All Counties

2.13.6 Data Volume/Performance

Unknown

2.13.7 Failure Procedure/Operational Instructions

No change

2.14 Update API gateway

2.14.1 Overview

Currently the CalSAWS application is using Apigee API Gateway.

2.14.2 Description of Change

Update CalSAWS Texting Service to use AWS API Gateway, instead of Apigee API Gateway.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Batch	List of CalSAWS text messages.	CA-207106 Text Message Details.xlsx
2	IVR	List of Los Angeles County zip codes	LAzipcodes.xlsx

4   REQUIREMENTS

4.1   Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2305	The CONTRACTOR shall update the SMS notification system to apply current SMS functionality to all the 58 Counties.		
2306	The CONTRACTOR shall review the nightly batch jobs of text messages sent by LRS, C-IV, and CalWIN core systems and consolidate them into one set of nightly SMS batch jobs.	**Original:** - All current C-IV texting sweeps(15), balancer(1), and generation(4) jobs will be ported. - No more than 15 new sweeps will be added for LRS. - No more than 15 new sweeps will be added for CalWIN. **Revised:**	
2307	**Original:** The CONTRACTOR shall configure the notifications system to interface with the OpenMarket API to send SMS messages. **Revised:** The CONTRACTOR shall configure the notifications system to interface with Amazon Pinpoint to send SMS messages.		

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207159 | DDID 2126

Updates to OP/OI Notices

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/27/2020	1.0	Initial Revision	Rainier Dela Cruz
09/28/2020	1.1	Updates per deliverable comments.	Rainier Dela Cruz
12/01/2020	1.2	Added recommendation to add the CF 377.7E1 in Spanish.	Rainier Dela Cruz
01/19/2021	1.3	Updated the assumption about the imaging barcode and added assumption about the editability of the fields and the updated form name of the DFA 377.7C.	Rainier Dela Cruz
01/27/2021	1.4	Added an assumption about the mail back address population.	Rainier Dela Cruz
01/29/2021	1.5	Added a recommendation to increase the character limit of the template number identifier column.	Rainier Dela Cruz
02/04/2021	1.6	Updated Section 2.5.1 to correct a typo.	Rainier Dela Cruz
02/25/2021	1.7	Updated Section 2.4.4 to clarify the population of the mail to address.	Rainier Dela Cruz
03/01/2021	1.8	Added a recommendation to populate the DPSS Collection Mailing address for the CSF 104 for Los Angeles County	Rainier Dela Cruz

Table of Contents

1 OVERVIEW

1.1 Current Design

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

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

1.2 Requests

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

1.3 Overview of Recommendations

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

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

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

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

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

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

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

7. Add the CF 377.7E1 in Spanish.

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

9. Update the population logic for the CF 104 to populate the DPSS Collection Mailing address for Los Angeles County.

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 CalFresh Inadvertent Household Error (IHE) Packet

2.1.1 Overview

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

Form Name: CalFresh IHE Packet

Form Number: CalFresh IHE Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.1.2 Description of Change

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

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

3. The packet will have the following print options:

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

4. The packet will have the following mailing options:

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

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

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

2.2 Add the CF 377.7E1 in Spanish

2.2.1 Overview

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

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

2.3 CalFresh Administrative Error (AE) Packet

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

Form Name: CalFresh AE Packet

Form Number: CalFresh AE Packet

Language: English, Spanish

Template Repository Visibility: Not visible

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

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

3. The packet will have the following print options:

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

4. The packet will have the following mailing options:

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

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

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

2.4 CalFresh Intentional Program Violation (IPV) Packet

2.4.1 Overview

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

Form Name: CalFresh IPV Packet

Form Number: CalFresh IPV Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.4.2 Description of Change

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

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

3. The packet will have the following print options:

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

4. The packet will have the following mailing options:

Mailing Options	Option for CF IPV Packet
Mail-To (Recipient)	When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.

Mailing Options	Option for CF IPV Packet
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

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

2.5 CalWORKs Overpayment Packet

2.5.1 Overview

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

Form Name: CalWORKs Overpayment Packet

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

Language: English, Spanish

Template Repository Visibility: Not visible

2.5.2 Description of Change

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

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

3. The packet will have the following print options:

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

4. The packet will have the following mailing options:

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

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

6. The packet will have the following additional requirements:

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

2.6 Recovery Account Detail Page

2.6.1 Overview

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

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

2.6.2 Recovery Account Detail Mockup

N/A – no visual changes to the page.

2.6.3 Description of Changes

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

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

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

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

2.6.4 Page Location

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

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

N/A

2.6.7 Page Usage/Data Volume Impacts

N/A

2.7 Recovery Account Activation Batch Job

2.7.1 Overview

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

2.7.2 Description of Change

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

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

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

2.7.3 Execution Frequency

No Change.

2.7.4 Key Scheduling Dependencies

N/A

2.7.5 Counties Impacted

All Counties.

2.7.6 Data Volume/Performance

N/A

2.7.7 Failure Procedure/Operational Instructions

N/A

2.8   Update to Document Template Table

2.8.1   Overview

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

2.8.2   Description of Change

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

2.9   Update the Collection Mailing Address for CF 104 for Los Angeles County.

2.9.1   Overview

Currently, the CSF 104 populates with the DCFS Collection Mailing address for Los Angeles County. Update the population logic to populate the DPSS Collection Mailing address on the CSF 104.

2.9.2   Description of Change

Update the population logic to populate the DPSS Collection Mailing address on the CSF 104 for Los Angeles County:

Department of Public Social Services

Central Cashier - Various Remittances

P.O Box 2276

Bassett, CA 91746-2276

3 SUPPORTING DOCUMENTS

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

4   REQUIREMENTS

4.1   Migration Requirements

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

California Statewide Automated Welfare System

Design Document

CA-207312 | DDID 1476, 1775, 2303

Consolidate Central Print Process for all 58 Counties

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/25/2021	1.0	Initial Revision	Rainier Dela Cruz
02/24/2021	1.1	Updates per QA comments	Rainier Dela Cruz
03/01/2021	1.2	Added assumption about the GEN 1365.	Rainier Dela Cruz
03/10/2021	1.3	Added recommendations to update the Generate NOA batch jobs to run for all counties.	Rainier Dela Cruz
03/18/2021	1.4	Removed recommendation to conduct central print testing. The recommendation is being moved to CA-218205.	Rainier Dela Cruz

Table of Contents

1 OVERVIEW

1.1 Current Design

Currently in C-IV, there are three mailing priorities: 0, 1, or 4. Priority 0 is used for the SAR7/SAR2 form, priority 4 is used for the redetermination (RE) packets, and other forms and Notices of Action (NOAs) are assigned priority 1. There is a batch process for each of the mailing priority to bundle forms and NOAs together.

In CalSAWS, there are ten mailing priorities, from 0 to 9. Priority 0 is used for the SAR7/SAR2 form, priority 2 is used for the PA 6049 form, and priority 3 is used for the PA 320 form. Priority 4 is used for the redetermination (RE) packets and priority 5 are used for the MC 176 TMC form. For priorities 6 and 7, they are used for controlled forms. A prepaid envelope is included with priority 6 forms and a non-prepaid envelope is included with priority 7 forms. Priority 8 is used for MAGI NOAs and priority 9 is used for Department of Family and Children Services (DCFS) Blue Voucher. Other forms and NOAs are assigned priority 1. Like C-IV, there is a batch process for each of the mailing priority to bundle the forms and NOAs together. However, they currently only run for Los Angeles County.

1.2 Requests

Consolidate the Central Print process for all 58 counties by consolidating the mailing priorities and replicating the existing bundling batch processes in CalSAWS for the migration counties.

1.3 Overview of Recommendations

1. Update the mailing priority for forms and NOAs.

2. Update the Generate NOA batch processes to run for all counties.

3. Schedule the bundling and print file batch processes for the C-IV Counties.

4. Create new bundling and print file batch processes for the CalWIN Counties.

5. Update the bundling batch property to increase the maximum page limit for the flat mail and standard mail envelopes.

6. Update the naming convention for the bundles to not include the agency code for the migration counties.

7. Update the location of the insertion barcode to match the same location as the insertion barcode in C-IV.

8. Conduct central print testing with the new CalSAWS print vendor.

1.4 Assumptions

1. The bundle name for Los Angeles County will continue to include the agency code (DC for DCFS, DP for DPSS).

2. The only form with a mail priority of 2 is the PA 6049 (Customer Service Center ID Card). Since this form is only for Los Angeles County, the bundling batch processes for mail priority 2 will not be created for the migration counties.

3. The only form with a mail priority of 3 is the PA 320 (Vendor Service Order and Invoice). Since this form is only for Los Angeles County, the bundling batch processes for mail priority 3 will not be created for the migration counties.

4. The only form with a mail priority of 5 is the MC 176 TMC (Transitional Medi-Cal Quarterly Status Report). As part of SCR **CA-213514**, BRM will be added to the form and the mailing priority will be updated to 1. As a result, mail priority 5 will no longer be in use.

5. All the forms with a mail priority of 6 will be updated to include a BRM and the priority updated to 1 as part of SCR **CA-224183**. As a result, mail priority 6 will no longer be in use.

6. Forms with mailing priority of 7 and are for all counties will be updated to include a BRM and the priority updated to 1 as part of SCR **CA-224183**. SCR **CA-225229** will update the CW 86 to the 9/11 version, make it available to all counties, include a BRM and set the mailing priority to 1. Los Angeles County only forms will continue to be priority 7 and a non-prepaid envelope included at the print center. Since these forms are only for Los Angeles County, the bundling batch processes for mail priority 7 will not be created for the migration counties.

7. The MAGI NOAs are currently mail priority 8. These NOAs will be moved to mail priority 1. As a result, mail priority 8 will no longer be in use.

8. The only form with a mail priority of 9 is the DCFS 1800 (Blue Payment Voucher). Since this form is only for Los Angeles County, the bundling batch processes for mail priority 9 will not be created for the migration counties.

9. SCR **CA-218205** will turn on the functionality to include the GEN 1365 with all correspondence generated. The central print testing of the GEN 1365 and the updates to the mailing priorities will be conducted with this SCR.

2 RECOMMENDATIONS

2.1 Update the Mailing Priority

2.1.1 Overview

Update the current mailing priority of the forms and NOAs.

2.1.2 Description of Change

1. Update the print dynamic NOA logic to set the mail priority to 01 for MAGI NOAs.

2. Update the mailing priority for the SAR 7 Addendum/SAR 2/SAR 7 form to priority 00.

3. Update the CF 285 as follows:
   a. Update the mailing priority to 04.
   b. Update the form to use the CalSAWS standard header (Header 1) when the form is generated for a case managed in Los Angeles County and to use Migration Counites' RE Packet header when the form is generated for a case managed in a migration county. By default, the Migration Counites' RE Packet header is displayed. The county code is passed in and the scripting determines which header is visible. For example, if the form is generated by Los Angeles County, the CalSAWS standard header is displayed, and the Migration Counites' RE Packet header is hidden. If the form is generated outside the context of the case (generating a blank template), use the worker that is generating the forms to determine the county code. An example of the CalSAWS standard header and the Migration Counites' RE Packet header are below.

4. Update the mailing priority for the CF 32 and the M40-107D forms to priority 01.

5. Update the mailing priority for the DCFS 6055, W-9, SAR 3, PA 6062 to priority 01.
   Note: *Currently, these forms have a mailing priority of 1, instead of 01.*

Figure 2.1.1 – CalSAWS Standard Header

Figure 2.1.2 – Migration Counties' RE Packet Header

2.2 Update to Generate NOA Batch Jobs

2.2.1 Overview

The Generate NOA batch jobs find NOAs that are in 'Pending Review', 'Accepted – Print Centrally', or 'Hold for Pickup' where a PDF has not been generated and generates the PDF. It will also update the status from 'Pending Review' or 'Accepted – Print Centrally' to 'Printed Centrally'. The current batch jobs in CalSAWS only run for Los Angeles County. Update the batch jobs to run for all counties.

2.2.2 Description of Change

1. Update the Generate NOA batch sweep (PB19P599) to a '00' batch job and configure it to run for all counties.

2. Update the Dynamic NOA Balancing batch job (PB19P600) to a '00' batch job and configure it to run for all counties.

3. Update the Generate NOA thread jobs (PB19P601 – PB19P760) to a '00' job and configure them to run for all counties.

4. Add additional Generate NOA thread jobs so the total number of thread jobs is 300.
   Technical Note: *Currently, 100 threads are being used for Los Angeles County. The unused and additional threads will be used for the Migration Counties, 100 threads for the C-IV Counties and 100 threads for the CalWIN Counties.*

2.2.3 Execution Frequency
No change.

2.2.4 Key Scheduling Dependencies
No change.

2.2.5 Counties Impacted
All Counties.

2.2.6 Data Volume/Performance
Approximately 1,200,000 records are processed monthly by Generate NOA batch jobs. Please note that the number of records processed by each job is an approximation, and this number may vary.

2.2.7 Failure Procedure/Operational Instructions
Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.3 Schedule the Bundling Batch Jobs for the C-IV Counties

2.3.1 Overview
The bundling batch jobs for the C-IV Counties currently exist in CalSAWS but are not scheduled to run. Update the scheduling of these jobs to run daily.

2.3.2 Description of Change

1. Schedule the following batch jobs for the C-IV Counties:
   a. PBXXP400 – Priority 0 Bundling Job
   b. PBXXP401 – Priority 1 Bundling Job
   c. PBXXP404 – Priority 4 Bundling Job

   Note: *The 'XX' denotes the county code. For example, PB36P400 is the priority 0 bundling job for San Bernardino.*

2.3.3 Execution Frequency

These batch jobs run daily.

2.3.4 Key Scheduling Dependencies

These batch jobs have the same predecessor and successor as the Los Angeles County jobs.

2.3.5 Counties Impacted

C-IV Migration Counties.

2.3.6 Data Volume/Performance

Approximately 60,000 records are processed monthly by the PBXXP400 job. Approximately 1,620,000 records are processed monthly by the PBXXP401 job. Approximately 134,000 records are processed monthly by the PBXXP404 job. Please note that the number of records processed by each job is an approximation, and this number may vary.

2.3.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.4 Schedule the Print File Batch Jobs for the C-IV Migration Counties

2.4.1 Overview

The print file batch jobs scan the generate document table to find forms and NOAs that are printed centrally. It creates an entry in the print file table with information such as mailing priority, customer name, document name, outgoing envelope type, etc. for each document. This information is used by the bundling jobs. These batch jobs for the C-IV Migration Counties currently exist in CalSAWS but are not scheduled to run. Update the scheduling of these jobs to run daily.

2.4.2 Description of Change

1. Schedule the following batch jobs for the C-IV Migration Counties:
   a. PBXXP200 – Print File Job for Forms
   b. PBXXP300 – Print File Job for NOAs

2.4.3 Execution Frequency

These batch jobs run daily.

2.4.4 Key Scheduling Dependencies

These batch jobs have the same predecessor and successor as the Los Angeles County jobs.

2.4.5 Counties Impacted

C-IV Migration Counties.

2.4.6 Data Volume/Performance

Approximately 977,000 records are processed monthly by the PBXXP200 job. Approximately 832,000 records are processed monthly by the PBXXP300 job. Please note that the number of records processed by each job is an approximation, and this number may vary.

2.4.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.5 Create the Bundling Batch Jobs for the CalWIN Migration Counties

2.5.1 Overview

The bundling batch jobs do not exist for the CalWIN Migration Counties in CalSAWS. Create the batch jobs for the CalWIN Migration Counties.

2.5.2 Description of Change

1. Create the following batch jobs for the CalWIN Migration Counties.
   a. PBXXP400 – Priority 0 Bundling Job
   b. PBXXP401 – Priority 1 Bundling Job
   c. PBXXP404 – Priority 4 Bundling Job

2.5.3 Execution Frequency

These batch jobs run daily.

2.5.4 Key Scheduling Dependencies

These batch jobs have the same predecessor and successor as the Los Angeles County jobs.

2.5.5 Counties Impacted

CalWIN Migration Counties.

2.5.6 Data Volume/Performance

The information for the CalWIN Migration Counties is not currently available, however, it is expected to approximately process the same number of records as the C-IV Migration Counties.

2.5.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.6 Create the Print File Batch Jobs for the CalWIN Migration Counties

2.6.1 Overview

The print file batch jobs do not exist for the CalWIN Migration Counties in CalSAWS. Create the batch jobs for the CalWIN Migration Counties.

2.6.2 Description of Change

1. Create the following batch jobs for the CalWIN Migration Counties:
   a. PBXXP200 – Print File Job for Forms
   b. PBXXP300 – Print File Job for NOAs

2.6.3 Execution Frequency

These batch jobs run daily.

2.6.4 Key Scheduling Dependencies

These batch jobs have the same predecessor and successor as the Los Angeles County jobs.

2.6.5 Counties Impacted

CalWIN Migration Counties.

2.6.6 Data Volume/Performance

The information for the CalWIN Migration Counties is not currently available, however, it is expected to approximately process the same number of records as the C-IV Counties.

2.6.7 Failure Procedure/Operational Instructions

Batch Support/Operations staff will diagnose the nature of the failure and determine the appropriate action.

2.7 Update the Bundling Batch Job Property

2.7.1 Overview

Currently in CalSAWS, the maximum number of pages for the standard mail envelopes is 8 and the maximum number of pages for the flat mail envelopes is 20. Update the bundling batch properties to increase the maximum number of pages for the flat mail and standard mail envelopes.

2.7.2 Description of Change

1. Update the batch property to increase the maximum page limit to 24 physical pages for flat mail envelopes.

2. Update the batch property to increase the maximum page limit to 9 physical pages for standard mail envelopes.

2.8 Update the Bundle Naming Convention

2.8.1 Overview

Currently, the bundle name includes the following information: Date (MMddyyyy_HHmmss format), the county code, the agency code, priority, outgoing envelope, return envelope, language code, and the bundler index. Update the logic that constructs the bundle name to **not** include the agency code for the bundles generated for the Migration Counties.

2.8.2 Description of Change

1. Update the column in the Print File table that stores the Agency Code to be nullable.

2. Update the name construction logic to include the agency code in the bundle name for only the bundles created for Los Angeles County. An example of a Los Angeles County bundle name is **'01272021_102401_19_DP_4_FM_PP_EN_001.pdf'**. An example of a bundle name for a Migration County is **'01282021_102401_36_4_FM_PP_EN_001.pdf'**.

2.9 Update the Insertion Barcode Location

2.9.1 Overview

The insertion barcode is used by the central print vendor to identify which documents to insert in an envelope. Currently in CalSAWS, this barcode is located at the lower left edge of the document. The new central print vendor has requested the insertion barcode be moved to the top 1/3 of the document. Update the location of the insertion barcode to match the same location as the insertion barcode in C-IV.

2.9.2 Description of Change

1. Update the location of the insertion barcode to match the same location as the insertion barcode in C-IV.

2. Conduct central print testing with the **current** print vendor to test the new location of the insertion barcode. As part of central print testing, generate Approval, Benefit Change, Denial and Discontinuance NOAs for CalFresh, CalWORKs and Medi-Cal, generate all the RE packets, and generate the following forms:

   *Note: The central print testing with the new print vendor to test the new location of the insertion barcode will be conducted with SCR **CA-218205**.*

Form Number	Form Name
ADM 101 - LA	New Worker Letter
PA 2492	Payment Verification System (PVS) Participant Contact Letter
CW 2200	Request for Verification
SAR 2	Reporting Changes for Cash Aid and CalFresh

MC Reminder Notice	MC Reminder Notice
SAR 7	Eligibility Status Report
PA 6174	CalFresh Solicitation Letter
CF 386	Notice of Missed Interview
PA 6050	Customer Service Center PIN Mailer
PA 6049	Customer Service Center ID Card
CF 377.2	CalFresh Notice of Expiration of Certification
CF 1	Notice to CalFresh Recipients
NA 960X SAR	CW/RCA/CF SAR 7 - Not Received
MC 355	Medi-Cal Request for Information
MC 355 Reminder	Medi-Cal Request for Information Reminder Notice
PA 2418B	IEVS-IFDS/NHR Statement Regarding Employment for Discontinued Participants
CF 29A	CalFresh Initial Appointment Letter
AR 2	Reporting Change for CalWORKs and CalFresh
SAWS 30	Notification of New Employment
SSP 14	Authorization for Reimbursement of Interim Assistance Initial Claim or Post-eligibility Case
NA 820	Approval of Transportation
TEMP NA 1232-1	EBT Account - CalFresh Notice

2.10 Central Print Testing

2.10.1 Overview

Conduct central print testing with the new CalSAWS print vendor by generating test bundles for each mailing priority and sending the bundles to the print vendor to be printed.

2.10.2 Description of Change

3. Create a test bundle for mailing priority 0 for Los Angeles County and Migration Counties.
   a. Generate a test bundle that consists of forms with mailing priority 0 for Los Angeles County.
   b. Generate a test bundle that consists of forms with mailing priority 0 for the Migration Counties.
   c. When creating the test bundle for the Migration Counties, include the SAR 7 Addendum/SAR 7/SAR 2 form.

4. Create a test bundle for mailing priority 1 for Los Angeles County and Migration Counties.
   a. Generate a test bundle that consists of forms with mailing priority 1 and NOAs generated through EDBC for Los Angeles County.
   b. Generate a test bundle that consists of forms with mailing priority 1 and NOAs generated through EDBC for the Migration Counties.
   c. When creating the test bundles, include the following forms and NOAs:
      i. MC 176 TMC (Transitional Medi-Cal Quarterly Status Report)
      ii. MAGI NOAs (dynamic NOAs generated through EDBC)
      iii. MC 355 (Medi-Cal Request for Information)
      iv. MC 355 Reminder (Medi-Cal Request for Information Reminder Notice)
      v. CW 2200 (Request for Verification)
      vi. TNB 4 Packet (TNB 4 Recertification Packet)
      vii. TEXT 100 (Text Notification Agreement)
      viii. TEXT 101 (Text Notification Cancellation Notice)
      ix. MC 4604 (Supplemental Medi-Cal / Medicare Application)
      x. MC 4605 (Important Information on Medi-Cal and Medicare Savings Programs)
      xi. CSF 141 (Child Care Reimbursement Request) – Migration Counties test bundle only
      xii. CSF 124 (Welfare-to-Work Program Attendance and Progress Report) – Migration Counties test bundle only
      xiii. CSF 125 (Welfare-to-Work School Attendance Report) – Migration Counties test bundle only
      xiv. CSF 126 (Travel Assistance Claim) – Migration Counties test bundle only
      xv. CSF 127 (Return Travel Claim) – Migration Counties test bundle only
      xvi. CSF 128 (Subsidized WEX Time and Attendance Report) – Migration Counties test bundle only

5. Create a test bundle for mailing priority 2 for Los Angeles County.

      a. ~~Generate a test bundle that consists of the PA 6049 (Customer Service Center ID Card form).~~

6. ~~Create a test bundle for mailing priority 3 for Los Angeles County.~~
      a. ~~Generate a test bundle that consists of the PA 320 (Vendor Service Order and Invoice) form.~~

7. ~~Create a test bundle for mailing priority 4 for Los Angeles County and Migration Counties.~~
      a. ~~Generate a test bundle that consists of Los Angeles County only packets with mailing priority 4.~~
      b. ~~Generate a test bundle that consists of Migration Counties only packets with mailing priority 4.~~
      c. ~~When generating the test bundles, include the following packets:~~
         i. ~~MAGI Redetermination Packet~~
         ii. ~~Non-MAGI Redetermination Packet~~
         iii. ~~Mixed Redetermination Packet~~
         iv. ~~CF Recertification Packet – Migration Counties test bundle only~~
         v. ~~CW Recertification Packet – Migration Counties test bundle only~~
         vi. ~~CW/CF Recertification Packet – Migration Counties test bundle only~~

8. ~~Create a test bundle for mailing priority 7 for Los Angeles County.~~
      a. ~~Generate a test bundle that consists of forms with mailing priority 7 for Los Angeles County.~~

9. ~~Create a test bundle for mailing priority 9 for Los Angeles County.~~
      a. ~~Generate a test bundle that consists of the DCFS 1800 (Blue Payment Voucher) form.~~

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	List of forms with the associated mailing priority.	ListOfFormsWithMailPriorities.xlsx

4   REQUIREMENTS

4.1   Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1476	The CONTRACTOR shall consolidate the Central Print processes, Form and NOA bundling batch Jobs into one process for use by all 58 Counties in the CalSAWS Software. The CONTRACTOR shall support the ability for the 58 Counties to submit county requests for special mailings, and these would be funded directly by the requesting county.	- Performance/capacity testing with the central print vendor will be completed with each wave.	Consolidated the mailing priorities in CalSAWS and replicated the print file and bundling batch processes currently in CalSAWS for the Migration Counties.
1775	The CONTRACTOR shall update the technical architecture to support consolidation of the bundling jobs and bar codes (Stuffing, Intelligent mail, Imaging and Tracking) for one central print vendor.	- A single central print vendor is identified and is in place to handle the print jobs. This estimate and assumption may change when we receive further information about printing and print vendor. - The consolidated CalSAWS Imaging solution and requirements are pending the outcome of the Functional Design Sessions. Once the requirements are finalized this requirement will be revisited to determine if there are any impacts to the scope, estimate or migration timeline.	Conducted central print testing with the print vendor to validate the updates to the technical architecture for bundling jobs and barcodes.

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2303	The CONTRACTOR shall standardize a set of barcodes to allow automatic printing, folding, and mailing of materials and add those barcodes to all forms before they are sent to printing.	- Barcode type and data inserted into the barcode will be determined based on the selected print vendor's needs for automated printing, folding, and mailing.	Conducted central print testing with the print vendor to validate the placement of the barcodes.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207362 | DDID 1237

Update MC RE Outbound Reminder Call to be an Outbound Text Message for Migration Counties

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Michael Barillas
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/25/2020	1.0	Initial Draft	Michael Barillas
9/1/2020	1.1	Updated recommendations	Avi Bandaranayake
9/16/2020	1.2	Updated based on QA feedback	Amy Gill
9/24/2020	1.3	Updated Text message	Avi Bandaranayake
10/08/2020	1.4	Updated English Message, Added Spanish Message	Michael Barillas
3/15/2020	1.5	Added Assumption and updated phone number in Section 2.2.2.	Amy Gill

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1 OVERVIEW

Medi-Cal Redetermination Reminder is currently an outbound call campaign. As part of the CalSAWS migration effort, the Medi-Cal Redetermination Reminder will be converted into a Text Campaign for the 57 Migration Counties.

1.1 Current Design

Campaign 206 Medi-Cal Redetermination Reminder is a Los Angeles County outbound call campaign.

1.2 Requests

Convert Campaign 206 Medi-Cal Redetermination Reminder Call Campaign into a Text Campaign for the 57 Migration Counties.

1.3 Overview of Recommendations

1. Add a new entry into Automated Actions for a new Text message.
2. Create a new Batch sweep and Batch Job for new Text message 'Medi-Cal Redetermination Reminder'.

1.4 Assumptions

1. Automated Actions and text messaging framework will be implemented with CA-207106 in the same release to support turning text messages on and off.
2. CA-207643 will add a new texting service that will be used by the CalSAWS system.
3. Text messages will only be sent in English and Spanish, using English characters. Not all phones may support Spanish or other language characters and using them may result in texts with illegible characters.
4. The new text message will available to all 58 counties via Automated Actions. It will default to active for the 57 Migration counties, default to inactive for L.A. County.
5. Los Angeles County zip codes are added to the C-IV IVR system with SCR CA-207106. If the caller enters a Los Angeles County zip code when accessing the C-IV IVR system ((844) 859-2100), they will be forwarded to (866) 613-3777.

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2   RECOMMENDATIONS

Medi-Cal Redetermination Reminder is currently an outbound call campaign. As part of the CalSAWS migration effort, the Medi-Cal Redetermination Reminder will be converted into a Text Campaign for the 57 Migration Counties.

2.1   Add new Text to Automated Actions Page

2.1.1   Overview

Add a new Text message entry to Automated Actions.

2.1.2   Page Mockup

N/A – no page change

2.1.3   Description of Change

Add a new Automated Action of Type 'Text Outreach' with the following information.

Name: MC Redetermination Form Not Received

Program: MC

Run Date: Batch (Mon-Fri) 1 week before the MC RE Discontinuance Batch job.

Scenario: An MC Redetermination Packet was not received.

Message Text (English):
CalSAWS: We did not get your Medi-Cal Redetermination Packet. Please call <Phone number> so your benefits don't stop.

Message Text (Spanish):
CalSAWS: No recibimos su redeterminacion de Medi-Cal. Llame al <Phone Number> para que sus beneficios no finalicen.

Status: Set the status to Inactive for Los Angeles County and Active for all other counties.

2.1.4   Page Location
- **Global: Tools**
- **Local: Admin**
- **Task: Automated Actions**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Add new Batch Sweep and Batch Job

2.2.1 Overview

A new Batch sweep and Batch job will be created to gather the target population and send a Text message for the Medi-Cal Redetermination Reminder.

2.2.2 Description of Change

1. Text messages will be sent for a County only if they have an Active status as indicated on the Automated Actions Page.
2. Text messages will be sent in Spanish if the person's Written Language preference is 'Spanish', otherwise send the text message in English for all other written languages.
3. For text messages that have a <Phone Number> parameter in the message, use (844) 859-2100.
   NOTE: If a caller enters a Los Angeles County zip code when accessing the IVR system they will be forwarded to (866) 613-3777.
   the number below based on the County of the customer's case:
      a. Use (866) 613-3777 if the customer is in Los Angeles County.
      b. Use (844) 859-2100 for all other counties.
4. Target Population: The text message will be sent to customers that will be discontinued as part of the MC Discontinuance Batch job and were mailed one of the following MC Redetermination packets:
      a. MAGI MC Packet
      b. Mixed MC RE Packet
      c. LTC MC RE Packet
      d. MC 604 IPS Packet
      e. MC RE Packet
      f. MSP Packet
      g. MC RE Pre-ACA Packet
   The text will be sent in the same month that the program will be discontinued.

2.2.3 Execution Frequency

Monthly – End of the Month (1 week before the MC RE Discontinuance Batch job)

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

All Counties

2.2.6 Data Volume/Performance

N/A

2.2.7 Failure Procedure/Operational Instructions

No change.

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1237	The CONTRACTOR shall update the automatic outbound call that occurs in LRS on the 18th of the RE Due Month to be an outbound text message for the 57 Counties. The Text message will only be sent to those recipients that have opted into Text messaging and have signed the waiver.	**Original:** The Batch properties and scheduling will have to be updated for each wave separately. **Revised:**	Added new Text message to automated actions and setup new message batch sweep and processing job.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-216357 | DDID 1967

Update IEVS Abstracts to include Foster Care Aid Codes

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Michael Barillas
	Reviewed By	Amy Gill; Dana Peterson; Mike Adourian; Sivagami Nachiyappan;

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/28/2020	1.0	Initial Draft	Michael Barillas
2/17/2021	1.1	Design Clarification: Remove second sentence from the 1.2 Requests Section and Update 2.1.2.1 NHR/PVS Reader batch jobs from C500/C400 to C505/C404	Michael Barillas
2/22/2021	1.2	Design Clarification: Updated 2.1.2.1	Michael Barillas
3/8/2021	2.0	Content Revision 1: Removed 1.4.1 Assumption, Added Assumptions 1.4.2 and 1.4.3, Updated 2.1.2 'Description of Change' verbiage	Michael Barillas

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1 OVERVIEW

The Income and Eligibility Verification System (IEVS) is the umbrella term used for all matching systems that assist in the eligibility determination of all applicants and recipients of the CalWORKs, CalFresh, General Assistance/General Relief (CA/GR), Cash Assistance Program for Immigrants (CAPI), Medi-Cal and Refugee Cash Assistance (RCA) programs. The IEVS Recipient System includes various reports or abstracts that contain information on income, resource, or benefits of welfare recipients. The information is generated by matching the Medi-Cal Master Extract File (MMEF) and/or county files with the various income and eligibility sources.

Types of IEVS abstracts that currently filter Foster Care (FC)/Adoption Assistance (AAP)/Approved Relative Caregiver (ARC) programs: New Hire Registry (NHR), Payment Verification System (PVS), and Integrated Fraud Detection (IFD).

The New Hire Registry Match compares the Employment Development Department (EDD) New Hire Registry with the MMEF, and provides counties with information on welfare recipients who were recently hired, rehired, or returned to work within 30 calendar days and have monthly earnings of $300 or more.

The PVS provides information on recipients that receive or are entitled to receive Social Security Title II Retirement, Survivors, and Disability Insurance (RSDI) benefits, State Unemployment Insurance Benefits (UIB) or Disability Insurance Benefits (DIB).

The IFD system (also known as Earnings Clearance) provides wage information reported to Employment Development Department (EDD) by California employers, as well as identifies duplicate aid that may exist among CalWORKs, CalFresh and SSI/SSP recipients.

Currently the CalSAWS system and C-IV system do not load all FC, AAP, and ARC aid codes.

Currently the CalSAWS IEVS inbound interfaces filter out all FC aid codes. C-IV IEVS inbound interfaces filter out FC Aid Code 42, FC Aid Code 45 and Stanislaus county. CalSAWS will modify the IEVS inbound interfaces' filters to match what is currently being filtered in the C-IV system.

1.1 Current Design

CalSAWS system does not load IEVS abstracts for the following FC, AAP, and ARC Aid Codes:

- FC: 40, 42, 43, 45, 46, 49, 5K
- AAP: 03, 04
- ARC: 2P, 2R, 2S, 2T, 2U

C-IV system does not load IEVS abstracts for the following FC and AAP Aid Codes:

- FC: 40, 42, 45
- AAP: 03, 04

The CalSAWS IEVS inbound interfaces filter out all FC aid codes. C-IV IEVS inbound interfaces filter out FC Aid Code 42, FC Aid Code 45 and all abstracts for Stanislaus County.

1.2 Requests

Modify the CalSAWS system to allow all FC, AAP, and ARC aid codes for IEVS NHR, PVS, and IFD extracts.

1.3 Overview of Recommendations

1. Modify the CalSAWS system to allow all FC, AAP, and ARC aid codes for IEVS NHR, PVS, and IFD abstracts.

1.4 Assumptions

1. ~~The new FC Aid Code(5L) being introduced by SCR CA-205913 will be included in the IEVS NHR, PVS, and IFD abstract.~~
2. IEVS NHR/PVS/IFD journals related to forms, tasks, dispositions, and worker assignment will not be created for FC/AAP/ARC aid codes.
3. Future FC/AAP/ARC aid codes will not be excluded from IEVS abstract and will follow the FC/AAP/ARC aid code logic implemented in this SCR.

2 RECOMMENDATIONS

2.1 IEVS NHR, PVS, and IFD Interface – Modify FC/AAP/ARC Aid Codes

2.1.1 Overview

Currently CalSAWS does not load IEVS abstracts for the following FC, AAP, and ARC Aid Codes:

- FC: 40, 42, 43, 45, 46, 49, 5K
- AAP: 03, 04
- ARC: 2P, 2R, 2S, 2T, 2U

Currently the C-IV system does not load IEVS abstracts for the following FC and AAP Aid Codes:

- FC: 40, 42, 45
- AAP: 03, 04

Modify the CalSAWS system to no longer exclude FC, AAP, and ARC aid codes from the IEVS NHR, PVS, and IFD extract batch jobs. FC/AAP/ARC aid codes will not trigger forms, tasks, or dispositions.

2.1.2 Description of Change

1. Modify the IEVS Reader batch jobs to no longer exclude any FC, AAP, and ARC aid codes for all counties. Batch jobs will not trigger forms, create tasks, or disposition abstracts for FC/AAP/ARC aid codes. Do not assign abstracts to workers.
   - NHR - PI19C505
   - PVS - PI19C404
   - IFD - PI19C406
2. Modify IEVS Validator batch jobs to no longer exclude FC, AAP, and ARC aid codes for all counties. The following aid codes will no longer be excluded: FC (40, 42, 43, 45, 46, 49, 5K), AAP (03, 04), ARC (2P, 2R, 2S, 2T, 2U). Batch jobs will not trigger forms, assign tasks, or disposition abstracts for FC/AAP/ARC aid codes.
   - NHR – PI19C506
     - Update job to not trigger the SAWS 30 and PA 2418C for FC/AAP/ARC
   - PVS – PI19C405
     - Update job to not trigger the PA 2492 for FC/AAP/ARC
   - IFD – PI19C407
     - Update job to not trigger the PA 2418B for FC/AAP/ARC
3. Modify IEVS Assignment batch jobs to not assign tasks for FC/AAP/ARC aid codes or assign abstracts to workers.
   - PBXXC405
   - PBXXC400
   - PBXXC401

- o PBXXC402
- o PBXXC403
- o PBXXC404
4. Modify IEVS Disposition batch jobs (PB00C140, PB19C993) to exclude FC/AAP/ARC.

2.1.3 Execution Frequency

No Change

2.1.4 Key Scheduling Dependencies

No Change

2.1.5 Counties Impacted

All Counties

2.1.6 Data Volume/Performance

N/A

2.1.7 Interface Partner

N/A

2.1.8 Failure Procedure/Operational Instructions

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

3   REQUIREMENTS

3.1   Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1967	As Side-by-Side sessions were focused on comparing the front end (online pages) functionality of the application, the CONTRACTOR shall budget an allowance of twenty-nine thousand, one hundred fifty-five hours (29,155) to accommodate for any Unforeseen differences in the code base that result in additional requirements. The requirements for the allowance of hours must be finalized and approved by the CONSORTIUM for the CONTRACTOR to meet design, build and System Test milestones, subject to the requirements meeting requirements in the LRS Agreement. As the requirements for the designated SCRs are identified, the SCRs will be calculated by the CONTRACTOR and reviewed and prioritized by the CONSORTIUM for approval through the County Change Control Board process.	- Estimates will include the necessary Tasks in the software development lifecycle required to implement the CalSAWS DD&I SCR including deployment and change management. - For the new requirements to be included with CalSAWS DD&I UAT preparation activities (targeted to begin April 2021 for C-IV), the requirements for the unforeseen Differences allowance hours must be finalized, approved by the CONSORTIUM and added to the CalSAWS DD&I SOR by July 1, 2020 for the CONTRACTOR to meet design, build and System Test milestones.	CalSAWS will modify the IEVS inbound interfaces' filters to match what is currently being filtered in the C-IV system.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-218722

Porting C-IV Outbound/Inbound IVR Call Batch Jobs

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Michael Barillas
	Reviewed By	Dana Peterson, Amy Gill, Balakumar Murthy

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/4/2020	1.0	Initial Draft	Michael Barillas
3/8/2021	2.0	Updated File Layout under Requirement: 'IVR Outbound Missing Balderas Document Reminder' 2.2.2.1.a, Moved Requirement 2.4.2.3 into Requirement 2.6, Added Requirement 2.5 and 2.7	Michael Barillas

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1 OVERVIEW

The C-IV system's Interactive Voice Response (IVR) solution is being migrated to CalSAWS for the 39 C-IV Migration Counties. C-IV's appointment/document reminder outbound call batch jobs, inbound call reader batch job, and call status code table will be migrated to CalSAWS. This will not impact Los Angeles County's current IVR solution.

1.1 Current Design

The following C-IV IVR Outbound batch jobs do not exist in CalSAWS:

- Appointment Reminder
- Missing Balderas Document Reminder
- Missing SAR 7 Document Reminder

The C-IV IVR Inbound reader batch job does not exist in CalSAWS.

The current Los Angeles County IVR solution will not be used by the Migration Counties.

1.2 Requests

Migrate the C-IV IVR Outbound and Inbound batch jobs to CalSAWS.

1.3 Overview of Recommendations

Migrate the below C-IV IVR jobs to CalSAWS for the 39 C-IV Migration Counties:

1. IVR Outbound Appointment Reminder job
2. IVR Outbound Missing Balderas Document Reminder job
3. IVR Outbound Missing SAR 7 Document Reminder job and IVR Call Result Code Table

1.4 Assumptions

1. 'Missing MSR Document Reminder' job is inactive in C-IV and will not be migrated to CalSAWS.
2. C-IV IVR jobs being migrated will only be available for the 39 C-IV Migration Counties.
3. Journal created by batch job PI00M300 already exists in CalSAWS.
4. CA-208599 will handle the batch scheduling for the IVR Outbound/Inbound batch jobs.

2 RECOMMENDATIONS

2.1 IVR Outbound Appointment Reminder

2.1.1 Overview

The Appointment Reminder IVR Outbound Call job generates a daily file containing a list of persons who are to be notified of their appointments. The file generated contains a person's phone number, appointment id, first name, and last name. Persons will receive a reminder for the following types of scheduled appointments: 'Meeting with Worker', 'Group Meeting', 'Phone Interview', 'Intake Interview', 'Reevaluation Interview', 'Counselor Meeting', 'CW/CF Reevaluation Interview', 'CW/CF Telephone Interview'.

Currently C-IV has a 'WTW 24 Month Interview' appointment type which will not be migrated to CalSAWS.

2.1.2 Description of Change

1. Migrate the C-IV Appointment Reminder IVR Outbound batch job POxxM300 to CalSAWS.
   a. Generate a comma delimited file with the following fields:

Field Name	Description
Appointment ID	Appointment ID
First Name	Persons First Name
Last Name	Persons Last Name
Phone Number	Persons Phone Number
Type Code	Type of Customer Appointment
Stat Code	Appointment Status
Appt Date	Date of the Appointment
Start Time	Time when Appointment will start
Stop Time	Time when Appointment will end
County Code	County Code
Lang Code	Language Code

   b. Migrate the C-IV Appointment Reminder IVR Outbound FTP Batch Job POxxM301 to CalSAWS

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2.1.3 Execution Frequency

Daily

2.1.4 Key Scheduling Dependencies

N/A

2.1.5 Counties Impacted

All 39 C-IV Counties

2.1.6 Data Volume/Performance

~1651 records per run

2.1.7 Interface Partner

Amazon Connect

2.1.8 Failure Procedure/Operational Instructions

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

2.2 IVR Outbound Missing Balderas Document Reminder

2.2.1 Overview

The Missing Balderas Document Reminder IVR Outbound Call job generates a monthly file containing a list of customers who will be notified of their missing documents via the Balderas Reminder form. The file generated contains a customer's phone number, first name, last name, and the generated document ID.

2.2.2 Description of Change

1. Migrate the C-IV Missing Balderas Document Reminder IVR batch job POxxM304 to CalSAWS.
    a. Generate a comma delimited file with the following fields:

Field Name	Description
Document ID	Document ID
First Name	Persons First Name
Last Name	Persons Last Name
Phone Number	Persons Phone Number
Due Date	Due Date
Lang Code	Language Code
County Code	County Code

b. Migrate the C-IV Missing Balderas Document Reminder IVR FTP Batch Job POxxM305 to CalSAWS

2.2.3 Execution Frequency
Monthly

2.2.4 Key Scheduling Dependencies
N/A

2.2.5 Counties Impacted
All 39 C-IV Counties

2.2.6 Data Volume/Performance
~31 records per run

2.2.7 Interface Partner
Amazon Connect

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

2.3 IVR Outbound Missing SAR 7 Document Reminder

2.3.1 Overview

The Missing SAR 7 Document Reminder IVR Outbound Call job generates a monthly file containing a list of customers who will be notified of their missing SAR 7 via the NA 960X SAR form. The file generated contains a customer's phone number, first name, last name, and the generated document ID.

2.3.2 Description of Change

1. Migrate the C-IV Missing SAR 7 Document Reminder IVR batch job POxxM302 to CalSAWS. Update the document ID to reference the NA 960X in CalSAWS.
   a. Generate a comma delimited file with the following fields:

Field Name	Description
Document ID	Document ID
First Name	Persons First Name
Last Name	Persons Last Name
Phone Number	Persons Phone Number
Due Date	Due Date
Lang Code	Language Code
County Code	County Code

2. Migrate the C-IV Missing SAR 7 Document Reminder IVR FTP Batch Job POxxM303 to CalSAWS

2.3.3 Execution Frequency

Monthly

2.3.4 Key Scheduling Dependencies

N/A

2.3.5 Counties Impacted

All 39 C-IV Counties

2.3.6 Data Volume/Performance

~3070 records per run

2.3.7 Interface Partner

Amazon Connect

2.3.8 Failure Procedure/Operational Instructions

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

2.4 IVR Inbound Call Results Reader

2.4.1 Overview

After the IVR Outbound Calls are done by Amazon Connect, a file containing the call results is generated and sent to CalSAWS. PI00M360 batch job handles the file transfer process. PI00M300 batch job handles the processing and journaling of the file sent back by Amazon Connect. This file consolidates the call results for the IVR Outbound Calls.

2.4.2 Description of Change

1. Migrate the C-IV IVR Inbound Reader Batch Job PI00M300 to CalSAWS.
   a. Create Journal Entry 'CT278_AL_JOURNAL'
   b. Inbound Comma Delimited File Format:

Field Name	Description
Account Number	Appointment id/Document id
Phone Number	Person's phone number
DateTime	Date Format: [yyyy-MM-dd HH:mm:ss]
Call Result	Outbound Call's Call result status

2. Migrate the C-IV IVR Inbound Reader FTP Batch Job PI00M360 to CalSAWS.
3. ~~Migrate the C-IV Call Result Status Codes (C-IV Code Table Category 2810).~~

2.4.3 Execution Frequency

Daily

2.4.4 Key Scheduling Dependencies

N/A

2.4.5 Counties Impacted

All 39 C-IV Counties

2.4.6 Data Volume/Performance

N/A

2.4.7 Interface Partner

Amazon Connect

2.4.8 Failure Procedure/Operational Instructions

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

2.5 CTCR for CT556 Call Status Result Overview

2.5.1 Overview

CT556 contains call status results overview codes and is used by C-IV to populate part of the short description for the CALL_LOG table.

2.5.2 Description of Change

1. Create a CTCR to Migrate C-IV's CT556 into CalSAWS.

2.5.3 Estimated Number of Records Impacted/Performance

N/A

2.6 CTCR for CT2810 Call Status Result Detail

2.6.1 Overview

CT2810 contains call status results detail codes and is used to provide a more detailed description of a call's result.

2.6.2 Description of Change

1. Create a CTCR to Migrate C-IV's CT2810 into CalSAWS.

2.6.3 Estimated Number of Records Impacted/Performance

N/A

2.7 DBCR for Result Code Column

2.7.1 Overview

Currently both CalSAWS and C-IV have a 'Call_Log_Type' table but C-IV has an additional column 'Result_Code' which is not present in CalSAWS. The 'Result_Code' column is used to store CT2810 codes.

2.7.2 Description of Change

1. Create a DBCR to Migrate C-IV's CALL_LOG_TYPE. RESULT_CODE db column into CalSAWS.

2.7.3 Estimated Number of Records Impacted/Performance

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.1	The LRS shall provide for the support of system interfaces and integration necessary for the coordination of services with other federal, State, and COUNTY agencies and other external agencies, for the purposes of reducing paperwork, verification of LRS Data, and preventing the duplication of LRS Data entry.	C-IV's appointment reminder, and document reminders outbound call batch jobs and inbound call reader batch job will be migrated into CalSAWS with no impact to CalSAWS existing solution.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-220106

Add Business Reply Mail to CW 2200

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithya Chereddy
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
21/12/2020	1.0	Initial Draft	Nithya Chereddy
01/08/2021	1.1	Updated based on reviews from BAs and Build	Nithya Chereddy
1/26/2021	1.2	Updated the design document based on comments from the Committee	Nithya Chereddy
3/16/2021	1.3	Content Revision 1 updates	Nithya Chereddy

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1   OVERVIEW

The CW 2200 is a 'Request for Verification' form. This form does not currently include a return envelope or Business Reply Mail (BRM).

1.1   Current Design

With SCR CA-207451, CalSAWS implemented the updated CW 2200 form in English and the below listed threshold languages without a BRM:

Spanish, Armenian, Arabic, Chinese, Farsi, Tagalog, Hmong, Korean, Russian, Vietnamese.

1.2   Requests

1. Add the CW 2200 form in Cambodian and Lao with the BRM header.
2. Add BRM to the existing English and threshold language CW 2200 form.
3. Route the CW 2200 back to the respective Centralized or District offices.

1.3   Overview of Recommendations

1. Add the CW 2200 form in Cambodian and Lao with the BRM header.
2. Add BRM to the existing English and threshold language CW 2200 form.
3. Route the CW 2200 back to the respective Centralized or District offices.

1.4   Assumptions

1. The version of the CW 2200 is not being updated.
2. BRM addresses for C-IV Migration counties were added to CalSAWS with CA-201214. SCR CA-217127 will migrate BRM addresses for CalWIN Migration counties.
3. Mock office data will be used for testing C-IV BRM addresses.
4. The bundling job is only available for LA County. The bundling jobs for the Migration Counties will be migrated with **SCR CA-207312,** therefore testing of the bundles for migration counties is not possible at this time.
5. Currently CW 2200 does not include a return envelope. This SCR adds a BRM header and BRM envelope to CW 2200 form. After this SCR goes live, workers are only supposed to reprint the CW 2200 locally, this condition is only for the forms that were generated before the go live date of this SCR. Reprinting centrally will error out the forms that were generated before the go live date of this SCR. Reprint centrally and Reprint locally options will function the same way as they function today for the CW 2200 form that is generated after this SCR goes live.
   Scenario 1: Form will error out if the form is generated on 05/20/2021, SCR goes live on 05/24/2021 and the worker is trying to reprint the form centrally on 06/11/2020.
   Scenario 2: Form will not error out if the form is generated on 06/01/2021, and the worker is trying to reprint the form locally/centrally on 06/06/2021.

6. The same routing logic listed in this SCR will apply for both DCFS and DPSS programs.
7. If correspondence is generated from a district office for which the BRM mapping is not available, then the form will exception out and it will be part of the exception report.
8. Correspondence could be generated from a non-district office. If the non-district office is tied to a district office, the office relationship can be viewed in Admin -> Office Admin -> Office -> Office Detail -> Office Relationship. Below is the screenshot

Office Relationship

Office 1	Type	Office 2
GAIN - EL MONTE 04	4 - GAIN to GAIN Region's Cashier Office	GAIN - SAN GABRIEL VALLEY REG

9. If correspondence is generated from a non-district office which is not tied to a district address, then the form will exception out and it will be part of the exception report.
10. Form will exception out if it is generated from a non-district office which is tied to a district office, but the BRM mapping is not available for the district office.

2   RECOMMENDATIONS

2.1   Add BRM to the CW 2200 and the missing threshold languages

2.1.1   Overview

The CW 2200 is the 'Request for Verifications' form. It does not include a BRM envelope currently.

State Form: CW 2200 (06/19)

Current Programs: General Assistance/General Relief, CalWORKs, CAPI, CalFresh, Medi-Cal, RCA, Cal-Learn, GROW

Current Attached Form(s): N/A

Current Forms Category: Forms

Include NA Back 9: No

Existing Languages:

English, Spanish, Armenian, Arabic, Chinese, Farsi, Tagalog, Hmong, Korean, Russian, Vietnamese

2.1.2 Description of Change

Update the existing CW 2200 form to add BRM coversheet and add the CW 2200 form in Cambodian and Lao threshold languages.

1. Add the language '**On the back of this sheet is the address for returning your form.**' on the first page of the coversheet. This sentence will be populated in threshold languages for the respective threshold language form.
2. Add the BRM header on the 2nd page of the coversheet (also be referred as back of the coversheet).
3. Add the language '**Please fold and ensure the County address information displays in the envelope window**' on the 2nd page of the coversheet following the BRM header. This sentence will be populated in threshold languages for the respective threshold language form.

   See Supporting Document #4 for the translations of the 2 sentences mentioned above.

Updated Programs: General Assistance/General Relief, CalWORKs, CAPI, CalFresh, Medi-Cal, RCA, GROW

Updated Languages:

English, Spanish, Armenian, Arabic, Chinese, Farsi, Tagalog, Hmong, Korean, Russian, Vietnamese

Added Languages:

Cambodian, Lao

Form Mockups/Examples: See Supporting Document #1

2.2 Route the CW 2200 form to Centralized Location/District Office Address

2.2.1 Overview

Currently the CW 2200 form does not include BRM. A BRM is being added to the CW 2200 form with this effort.

2.2.2 Description of change

1. Add the Expo Park Centralized location information to the CalSAWS system (CT 1622) and route the CW 2200 form to the Expo Park location for the below listed District offices for Los Angeles County.

   Centralized office address for Expo Park:

   DPSS – CSU EXPO PARK

   3833 S VERMONT AVE

   LOS ANGELES CA 90037-9920

Number	District Office Name	OFFICE_NUM_IDENTIF (From Office table)

1.	Belvedere	05
2.	Southwest Special	08
3.	West Valley	82
4.	East Valley	11
5.	Metro Special Office	70
6.	San Fernando Branch	32
7.	Metro Family	13
8.	Pasadena	03
9.	Wilshire Special Office	10
10.	Glendale	02
11.	Santa Clarita Branch	51
12.	Lancaster	34
13.	Lancaster General Relief Office	67

Technical Details:

Permit Number (CT 1622 REFER_TABLE_1_DESCR): 50762 LOS ANGELES CA

- Permit Number Format
  - If permit number (refer_table_1_descr from CT 1622) is 50762 LOS ANGELES CA, the permit number format will be 50762(3 Spaces)LOS ANGELES CA
- Format: 50762   LOS ANGELES CA

Following are the details used to encode the BRM Barcode for Expo Park centralized location.

Barcode ID: 00

Special Services: 708

Mailer ID: 901104952

Serial Number: 0000007

Delivery Point ZIP Code: 900379920

Following is the Encoded Barcode value for Expo Park Centralized BRM address (CT 1622 REFER_TABLE_11_DESCR)

TAFTADFFAATFAATDFDFTAAFTDFATDFFTFFADDATATAFATTAFTDTTADATDA AATTATT

2. Add the San Gabriel/El Monte Centralized location information to the CalSAWS system (CT 1622) and route the CW 2200 form to the San

Gabriel/El Monte Centralized location for the below listed District offices for Los Angeles County.

Centralized office address for San Gabriel/El Monte:
DPSS – CSU EL MONTE/SAN GABRIEL
3400 AERO JET AVE
EL MONTE CA 91731-9935

Number	District Office Name	OFFICE_NUM_IDENTIF (From Office table)
1.	Pomona	36
2.	Metro East	15
3.	Cudahy	06
4.	Compton	26
5.	Norwalk	40
6.	Southwest Family	83
7.	El Monte (San Gab. V. Serv. Center)	04
8.	San Gabriel Valley	20
9.	Lincoln Heights	66
10.	Child Medi-Cal Enroll. Project	16
11.	Management Information Evaluation	L6

Technical Details:

Permit Number (CT 1622 REFER_TABLE_1_DESCR): 50762 LOS ANGELES CA

- Permit Number Format
  - If permit number (refer_table_1_descr from CT 1622) is 50762 LOS ANGELES CA, the permit number format will be 50762(3 Spaces)LOS ANGELES CA
- Format: 50762   LOS ANGELES CA

Following are the details used to encode the BRM Barcode for San Gabriel/El Monte centralized location.

Barcode ID: 00

Special Services: 708

Mailer ID: 901104952

Serial Number: 000000

Delivery Point ZIP Code: 917319935

Following is the Encoded Barcode value for San Gabriel/El Monte Centralized BRM address (CT 1622 REFER_TABLE_11_DESCR)

```
TDAADADDADADTADATDFTTAAFFFDADDAAATTADTTFFTDFDFATDFFAAFAF
DFAATFAAF
```

3. Add the La Cienega Centralized location information to the CalSAWS system (CT 1622) and route the CW 2200 form to the La Cienega Centralized location for the below listed District offices for Los Angeles County.
   Centralized office address for La Cienega:
   DPSS – CSU LA CIENEGA
   9800 S LA CIENEGA BLVD FL 11
   INGLEWOOD CA 90301-9958

Number	District Office Name	OFFICE_NUM_IDENTIF (From Office table)
1.	Exposition Park Family Service Center	12
2.	Florence	17
3.	South Central	27
4.	South Special	07
5.	South Family	31
6.	Metro North Office	38
7.	Rancho Park	60
8.	Paramount Office	62
9.	Civic Center	14
10.	Long Term Care	80

Technical Details:

Permit Number (CT 1622 REFER_TABLE_1_DESCR): 50762 LOS ANGELES CA

- Permit Number Format
  o If permit number (refer_table_1_descr from CT 1622) is 50762 LOS ANGELES CA, the permit number format will be 50762(3 Spaces)LOS ANGELES CA
  ▪ Format: 50762   LOS ANGELES CA

Following are the details used to encode the BRM Barcode for La Cienega centralized location.

Barcode ID: 00

Special Services: 708

Mailer ID: 901104952

Serial Number: 000000

Delivery Point ZIP Code: 903019958

Following is the Encoded Barcode value for La Cienega Centralized BRM address (CT 1622 REFER_TABLE_11_DESCR)

```
DDAFATAFDTFADTATFFTADDAFAAFTDDFTDTAADDDDTDTFDFATTFAFTAA
AFTATDFFAD
```

4. For the C-IV Migration counties, populate the centralized office information on the BRM header if the county has a centralized location and populate the district office information on the BRM header if the county does not have a centralized location.
Technical Note: CT15 REFER_TABLE_19_DESCR has the information of whether a County has a Centralized or Non-Centralized office.

3   SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Client Correspondence	Updated mockup of form CW 2200 - English	CW2200_EN.PDF
2	Client Correspondence	Updated mockup of form CW 2200 - Cambodian	CW2200_CA.PDF
3	Client Correspondence	Updated mockup of form CW 2200 - Lao	CW2200_LA.PDF
4	Client Correspondence	Translation of the 2 new sentences	Translations.PDF

4   REQUIREMENTS

4.1   Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
CAR-1206 2.18.1.2	The LRS shall generate written material, including notices, NOAs, forms, flyers, letters, and stuffers, to applicants, participants, caregivers, sponsors, authorized representatives, and/or any	This SCR involves the update and generation of a form in English as well as each system's respective threshold languages.

	other entities, in English, all threshold languages, and any other language for which the State has provided a translation.	

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-201836 | CIV-100878

Implement CalFresh Churn Monthly Caseload Report (CF 18)

	DOCUMENT APPROVAL HISTORY	
CalSAWS	Prepared By	Justin Dobbs
	Reviewed By	Lisa Chea, Karine Margaryan, Carlos Cuenca, Ron Quinn, Claudia Pinto, Ravneet Bhatia, Madhuri Salunkhe

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
01/17/2020	1.0	Initial Revision	Justin Dobbs
12/31/2020	2.0	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. Removed the note in section 2.3.3 which contradicted criteria 3 in section 2.3.3. Fixed typo in the design title page. Added a filter to Sheet3 column 'Line 17' in the report mockup.	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	Updated section 2.3.1.1 to clarify that Line 1 is a distinct household count. Update Lines 9 – 16 to exclude any Customer Report with a final status of 'Not Applicable'.	Esequiel Herrera-Ortiz

Table of Contents

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

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	VERSION	SUBMISSION MONTH	REPORT YEAR
Butte		October	2019

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.

		SAR 7	RRR
All SAR 7s & RRRs			
1.	The total number of CalFresh and CFAP households scheduled for SAR 7 & RRR submission within the Data Cohort Month	1 13	2 8
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 2
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 0
	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 0
	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 0
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 0
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 1
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 0
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 0
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 1
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 0
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 1
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 0
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 0
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 0

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 8	40 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 0	42 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 1	44 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 1	46 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 1	48 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 0	50 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 2	52 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 0	54 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 1	56 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 2	58 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:
 	
   o SAR 7
	The Customer Report Type is one of the following:
	
	   o CF RE Packet
	   o CW/CF RE Packet

SAR 7	RRR
The latest Status Date of the 'Received' Customer Report status is on or before the 10th day of the Data Cohort Month.	The latest Status Date of the 'Received' Customer Report status is on or before the 15th 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:
 	
   o SAR 7
	The Customer Report Type is one of the following:
	
	   o CF RE Packet
	   o CW/CF RE Packet

The latest Status Date of the 'Received' Customer Report status is on or before the 10th day of the Data Cohort Month.	The latest Status Date of the 'Received' Customer Report status is on or before the 15th 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: o SAR 7	The Customer Report Type is one of the following: o CF RE Packet o CW/CF RE Packet
The latest Status Date of the 'Received' Customer Report status is between the 11th day and the last day of the Data Cohort Month (inclusive).	The latest Status Date of the 'Received' Customer Report status is between the 16th 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:
 	
   ○ SAR 7
	The Customer Report Type is one of the following:
	
	   ○ CF RE Packet
	   ○ CW/CF RE Packet

The latest Status Date of the 'Received' Customer Report status is between the 11th day and the last day of the Data Cohort Month (inclusive).	The latest Status Date of the 'Received' Customer Report status is between the 16th 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: ○ SAR 7	The Customer Report Type is one of the following: ○ 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: ○ SAR 7	The Customer Report Type is one of the following: ○ CF RE Packet ○ CW/CF RE Packet

SAR 7	RRR
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:

  Days in March – Prorated days in March = Days of benefits lost
  31 – 24 = 7 days.

  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:
    o SAR 7
	The Customer Report Type is one of the following:
	    o CF RE Packet
	    o 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.
- <mark>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.</mark>
- 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.
- <mark>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.</mark>
- 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.
- <mark>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.</mark>
- 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".
- <mark>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.</mark>
- 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.
- <mark>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.</mark>
- 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.
- <mark>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.</mark>
- 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: o   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)**
- 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. - A CalFresh application is received after the Discontinuance	- The CalFresh Program is Discontinued effective February 1st - The CalFresh Program is reinstated under the Restoration of Aid Waiver	The CalFresh application received in January is disposed to be Denied
- 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.	- The CalFresh Program is Discontinued effective February 1st - A CalFresh application is received - The CalFresh Program is reinstated under the Restoration of Aid Waiver	The CalFresh application received in the prior month is disposed to be Denied
- 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.	- The CalFresh Program is Discontinued effective February 1st - The CalFresh Program is reinstated under the Restoration of Aid Waiver	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:
   o SAR 7
	The Customer Report Type is one of the following:
	   o CF RE Packet
	   o 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: o SAR 7	The Customer Report Type is one of the following: o CF RE Packet o 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: o SAR 7	The Customer Report Type is one of the following: o CF RE Packet o 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:
     o SAR 7
	The Customer Report Type is one of the following:
	     o CF RE Packet
	     o 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: o SAR 7	The Customer Report Type is one of the following: o CF RE Packet o 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: o SAR 7	The Customer Report Type is one of the following: o CF RE Packet o 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:
 	
  ○ SAR 7
	The Customer Report Type is one of the following:
	
	  ○ 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: ○ SAR 7	The Customer Report Type is one of the following: ○ 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
Execution Frequency	C-IV: Monthly to be available by the 7th business day of each month LRS/CalSAWS: Monthly to be available by the 4th 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

						Customer Report					Program Application		
Category	Line	SAR 7/RRR	Worker ID	Case Number	Case Name	Type	Received Date	Completed Date	Disposition	Prorated Days	Application File Date	Disposition	Disposition Date
	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	2	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	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: • **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	This column will display a value for which line of the CF 18 the detail row was included on. 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. 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".
SAR 7/RRR	This column will display one of the following values: • **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	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
Customer Report – Type	The type of the customer report that was due to be submitted. Possible values for this column are: • 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:
	• **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.

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.

Column Name	Column Description
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	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: • 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 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'.
Line 20 - 28	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: • 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

Column Name	Column Description
SAR 7/RRR	This column will display one of the following values: • **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)

Summary

Total: 6
6

Category	Line	Worker ID	Case Number	Case Name	Program Application Initial Application (Y/N)	Application File Date	Disposition Date	Type	Expedited Service Request Date	EDBC Run Date	Days to Process
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	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: • Initial Applications with Expedited Service • Initial Applications with Non-Expedited Service
Line	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: • 30 • 31 • 32 • 34 • 35 • 36 • 37 • 38 This column will not populate with line numbers "29" or "33" because these are calculations for average number of days to approval.
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 – 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'

Column Name	Column Description
Program Application – Application File Date	A date signifying when an additional program application was Pended formatted as MM/DD/YYY.
Program Application – Disposition Date	The date that the program application was dispositioned formatted as MM/DD/YYYY.
Expedited Service – Type	The latest Type as displayed in the Expedited Service section of the CalFresh Detail Page. Possible values for this column are: • File • Discovery 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.
Expedited Service – Request Date	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. 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.
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	1st Month following Data Cohort Month	2ND Month following Data Cohort Month	3RD Month following Data Cohort Month	4TH 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
4th Month Prior to Data Cohort Month	3rd Month Prior to Data Cohort Month	2nd Month Prior to Data Cohort Month	1st 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