

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-50303

Update WTW/REP Sanctions from Program Level  
to Person Level

CalSAWS	DOCUMENT APPROVAL HISTORY	
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# 1 OVERVIEW

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The purpose of SCR CA-50303 is to be able to assess and track the WTW/REP sanctions at the person level. SCR CA-50303 will add an additional layer to the existing CalSAWS sanction process so that the migrating C-IV counties can keep their current process of applying sanctions through the Eligibility Non-Compliance page, instead of current functionality which only evaluates the status of the WTW/REP program. This additional layer of adding the Eligibility Non-Compliance record will integrate seamlessly with no impact to the current CalSAWS WTW/REP sanction process followed by Los Angeles County.

## 1.1 Current Design

In the CalSAWS current design, the individuals that are not compliant with WTW/REP requirements have sanctions imposed for WTW/REP programs, which results in a financial penalty for CalWORKs/RCA. When a sanctioned participant is discontinued, and then reapplies or moves to a different case, the sanction imposed does not follow the person to the new case. Therefore, the EDBC eligibility for CalWORKs/RCA in the new case will not apply any sanctions imposed from the previous record. This situation occurs when the WTW/REP sanctions in the previous case did not end. For the WTW/REP programs, the sanction status indicates that the participant will receive financial penalty when CalWORKs/RCA EDBC eligibility is determined.

## 1.2 Requests

1. Allow the users the ability to add or edit WTW and REP type Eligibility Non-Compliance records.
2. Automatically create or update Eligibility Non-Compliance records for WTW/REP program status records that are created or updated through the Online program status page.
3. Modify EDBC Summary page to display sanctioned (WTW/REP) or penalized (Cal-Learn) individuals in the "Sanctions and Penalties" section.
4. Modify EDBC logic to evaluate Eligibility Non-Compliance records instead of program status records when imposing 'FRE' role for WTW and REP sanctioned individuals.
5. Add a batch job that creates Eligibility Non-Compliance records that 'sync up' with 'Sanction' program status records created through batch programs.

6. Update EDBC batch sweep jobs to be triggered off WTW/REP Eligibility Non-Compliance records.
7. Data change to create Eligibility Non-Compliance records for existing 'Sanction' program status records.

### 1.3 Overview of Recommendations

1. Update the Eligibility Non-Compliance Detail page to display WTW and REP types along with the applicable reason options with the ability for users to manually add and edit records.
2. Update the WTW/REP Status Detail page to automatically create or update an Eligibility Non-Compliance record based on the program status record.
3. Update the EDBC Summary page to display and store data in a new EDBC section called "Sanctions and Penalties".
4. Update CW/RCA EDBC logic to populate the "Sanctions and Penalties" section of the EDBC Summary page and impose 'FRE' role based on WTW or REP Eligibility Non-Compliance records.
5. Update CW/RCA EDBC logic to populate the "Sanctions and Penalties" section of the EDBC Summary page based on Cal-Learn program penalty.
6. Add a new batch job that will auto create Eligibility Non-Compliance records to 'sync up' with 'Sanction' status records created by batch programs.
7. Update batch sweep job PB00E179 to trigger EDBC based on Eligibility Non-Compliance records effective next month that were created since the last batch run.
8. Update batch sweep job PB00E181 to trigger EDBC based on Eligibility Non-Compliance records that were 'end dated' since the last batch run.
9. Data change to create Eligibility Non-Compliance records for WTW/REP program individuals with existing 'Sanction' program statuses.

### 1.4 Assumptions

1. Fields not mentioned to be modified within the description of changes will retain their current functionality and logic.
2. No change to the existing logic of determining Cal-Learn Penalties in this SCR.
3. No Reports impact with this SCR.

4. Eligibility Non-Compliance records will not be created for 'Sanction' program status records with a reason of 'Sanction Cured', 'Sanction Denied', '2<sup>nd</sup> Instance' or '3<sup>rd</sup> Instance'.
5. If the user 'end dates' the Eligibility Non-Compliance record manually, the WTW/REP status record will not be updated.
6. Systematically created Eligibility Non-Compliance records are created for WTW/REP Sanction statuses added through batch or WTW/ REP program status page.
7. If a worker action 'end dates' the Eligibility Non-Compliance record in a previous month, the worker is responsible for running EDBC for Eligibility redetermination.
8. NOAs that currently generate when CW/RCA program person is sanctioned based on WTW/REP program status reasons will continue to generate with this SCR.
9. The WTW 24 month time limit will be repealed with a future effort through SCR CA-217944.
10. Automation for the CalFresh WTW/REP sanction will be addressed in a future effort through SCR CA-50776.
11. For WTW/ REP sanctions and Cal-Learn penalties, the "Sanctions and Penalties" section will not appear for EDBC's ran prior to the implementation of this SCR.

## 2 RECOMMENDATIONS

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### 2.1 Update Eligibility Non-Compliance Detail Page

#### 2.1.1 Overview

Update the Eligibility Non-Compliance Detail page to display WTW and REP Eligibility Non-Compliance records as Types, when the program is set to 'Cash', with the ability to manually add and edit records.

## 2.1.2 Eligibility Non-Compliance Detail Mockup

### Eligibility Non-Compliance Detail

\* - Indicates required fields

Save and Return

Cancel

**Program:**

Cash

**Name: \***

Dimgol Alexander

**Type: \***

WTW

**Reason: \***

Quit a Job

**Begin Date: \***

10/01/2020

**End Date:**



Save and Return

Cancel

Figure 2.1.2.1 – Eligibility Non-Compliance Detail page (Systematically Created Record) – Edit Mode

### Eligibility Non-Compliance Detail

\* - Indicates required fields

Close

**Program:**

Cash

**Name: \***

Dimgol Alexander

**Type: \***

WTW

**Reason: \***

Quit a Job

**Begin Date: \***

09/01/2020

**End Date:**

Close

Figure 2.1.2.2 – Eligibility Non-Compliance Detail page – View Mode

### Eligibility Non-Compliance Detail

\* - Indicates required fields

Save

Cancel

**Program:**  
Cash

**Name: \***  
BOWNE, JUNIE 26M

**Type: \***  
wTW

**Reason: \***  
Quit a Job

**Begin Date: \***  

**End Date:**  

Save

Cancel

Figure 2.1.2.3 – Eligibility Non-Compliance Detail page (Manual Created Record) – Create Mode

### Eligibility Non-Compliance Detail

\* - Indicates required fields

Save

Cancel

**Program:**  
Cash

**Name: \***  
BOWNE, JUNIE 26M

**Type: \***  
wTW

**Reason: \***  
Quit a Job

**Begin Date: \***  

**End Date:**  

Save

Cancel

Figure 2.1.2.3 – Eligibility Non-Compliance Detail page (Manual Created Record) – Edit Mode

### 2.1.3 Description of Change

1. Display WTW and REP in the 'Type' field – Add 'WTW' and 'REP' to the 'Type' field when the program is set to 'Cash'. This field will only be editable in create and edit mode for manually created records. These will be listed in alphabetical order.
2. Display the applicable reasons in the 'Reason' field for when WTW is the 'Type' – Allow the applicable reasons to be viewed in the 'Reason' field when an Eligibility Non-Compliance record is created through the System or Manually, for a 'Type' of WTW.

This field will only be editable in create and edit mode for manually created records. The following are the reasons to be available, listed in alphabetical order:

- a. Failed to sign post 24 MTC Fed plan
- b. Not accepting a job
- c. Not Participating in an activity
- d. Not providing proof of satisfactory progress
- e. Not signing the WtW plan
- f. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan
- g. Post WTW 24 MTC Fed Standards Not Met - Progress
- h. Post WTW 24 MTC Fed Standards Not Met - Participation
- i. Quitting a job
- j. Reducing their earnings

3. Display the applicable reasons in the 'Reason' field for when REP is the 'Type' – Allow the applicable reasons to be viewed in the 'Reason' field when an Eligibility Non-Compliance record is created Systematically or Manually, for a 'Type' of REP. This field will only be editable in create and edit mode for manually created records. The following are the reasons to be available, listed in alphabetical order:

- a. Failed to sign post 24 MTC Fed plan
- b. Not accepting a job
- c. Not Participating in an activity
- d. Not providing proof of satisfactory progress
- e. Not signing the WtW plan
- f. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan
- g. Post WTW 24 MTC Fed Standards Not Met - Progress
- h. Post WTW 24 MTC Fed Standards Not Met - Participation
- i. Quitting a job
- j. Reducing their earnings

4. When editing a Systematically created record, only the field 'End Date' will be editable in Edit Mode.

5. Update Eligibility Non Compliance table to include an indicator column to distinguish systematically created Eligibility Non Compliance records added through batch or WTW/ REP program status page for WTW/REP Sanction statuses from manually added Eligibility Non Compliance records.

NOTE:

- The WTW and REP Eligibility Non-Compliance reasons match the Sanction reasons on the WTW Status Detail and REP Status Detail page.
- 'Sanction Cured' and 'Sanction Denied' status reasons are used to denote ends of sanctions and therefore will not be listed as a reason for WTW and REP.
- '2<sup>nd</sup> instance' and '3<sup>rd</sup> instance' status reasons will not be listed.

#### 2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Non-Compliance

#### 2.1.5 Page Mapping

N/A

#### 2.1.6 Page Usage/Data Volume Impacts

No Impact

## 2.2 Update WTW Status Detail Page and the REP Status Detail Page

### 2.2.1 Overview

Update the WTW Status Detail page and the REP Status Detail page to automatically create or update an Eligibility Non-Compliance record based on 'Status' records being added.

### 2.2.2 WTW Status Detail Page Mockup (Applies to REP as well)

### WTW Status Detail

\*- Indicates required fields Confirm Cancel

<b>Status:</b> Active	<b>Status Reason:</b> Enrolled - Cured Sanction
<b>Begin Date:</b> 02/01/2021	<b>End Date:</b>

**Eligibility Non-Compliance Records to Be Updated**

Name	Program	Type	Reason	Current Begin Date	Current End Date	New End Date
John Smith	Cash	WTW	Not Accepting a Job	01/01/2021		01/31/2021

Confirm Cancel

Figure 2.2.2.1 – WTW Status Detail Confirmation page (Updated Table)

### WTW Status Detail

\*- Indicates required fields Confirm Cancel

<b>Status:</b> Active	<b>Status Reason:</b> Enrolled - Cured Sanction
<b>Begin Date:</b> 01/01/2021	<b>End Date:</b>

**Eligibility Non-Compliance Records to Be Updated**

Name	Program	Type	Reason	Current Begin Date	Current End Date	New End Date
John Smith	Cash	WTW	Not Accepting a Job	01/01/2021		01/02/2021

Confirm Cancel

Figure 2.2.2.2 – WTW Status Detail Confirmation page (Updated Table – Scenario where Status date encompasses the entire date range of the Eligibility Non-Compliance)

### WTW Status Detail

\*- Indicates required fields Confirm Cancel

<b>Status:</b> Sanction	<b>Status Reason:</b> Quitting a Job
<b>Begin Date:</b> 01/15/2021	<b>End Date:</b>

**Eligibility Non-Compliance Records to Be Created**

Name	Program	Type	Reason	Begin Date	End Date
John Smith	Cash	WTW	Quitting a Job	02/01/2021	

Confirm Cancel

**Figure 2.2.2.3 – WTW Status Detail Confirmation page (Created table)**

### 2.2.3 Description of Change

1. Add logic to the WTW Status Detail page and the REP Status Detail page to create an Eligibility Non-Compliance record for the participant when a status of 'Sanction' is set, and the reason is not 'Sanction Cured' or 'Sanction Denied'. This record will only be created if there is not an existing record with the same type and reason, that would be created, with overlapping dates.

Also, an eligibility non-compliance record will not be created when the effective begin date of the 'to be created' eligibility non-compliance would be after the end date due to a status of 'Active', 'Good Cause' and 'Exempt' being in effect prior to the eligibility non-compliance effective month.

~~New Eligibility Non-Compliance records will be created for time periods where the participant has a Sanction, and a current Eligibility Non-Compliance record does not encompass the added Sanction's date range.~~ The following is the description of the applicable fields for the created Eligibility Non-Compliance record:

- a. Program – This will display 'Cash' for the program.
- b. Name – The name of the WTW or REP program person.
- c. Type – This will display the 'Type' of the Eligibility Non-Compliance record. This will be 'WTW' or 'REP'.
- d. Reason – This will display the 'Reason' for which the Eligibility Non-Compliance record was imposed. This will be the same reason as the 'Sanction' reason.
- e. Begin Date – The Begin Date of the Eligibility Non-Compliance Record will be the 1<sup>st</sup> of the 'Effective Month' of the Sanction status.
- f. End Date – The End Date of the Eligibility Non-Compliance Record. ~~This will be the end date entered for the 'Sanction' status.~~ This will behave based on the following:
  - i. Sanction Status overlaps the Begin Date of an existing 'Active', 'Good Cause' or 'Exempt' status:
    1. For an 'Active' status the eligibility non-compliance record end date will be the last day of the month of the Sanction's end date.
    2. For an 'Exempt' and 'Good Cause' eligibility non-compliance record end date will be the last day of the month prior to the begin date

- of the existing 'Good Cause' or 'Exempt' status.
- ii. Sanction Status overlaps the End Date of the current status and is high-dated:
  - 1. For an 'Active', 'Exempt' and 'Good Cause' status the eligibility non-compliance record's end date will be high-dated.
- iii. Sanction Status' date range is within the begin and end date of the 'Active', 'Good Cause' or 'Exempt' status
  - 1. For an 'Active' status the eligibility non-compliance record end date will be the last day of the month of the Sanction's end date.
  - 2. For an 'Exempt' and 'Good Cause' the eligibility non-compliance record end date will be the last day of the month prior to the begin date of the created 'Good Cause' or 'Exempt' status.

Note:

- These fields will be dependent on what page the user is on. REP is applicable to the REP Status Detail page and WTW is applicable to the WTW Status Detail page.
  - Reference section 4.1 for sample scenarios that apply to these rules
2. Add logic to create and update any Eligibility Non-Compliance records for specific WTW or REP statuses being added, so no Eligibility Non-Compliance records exist during the statuses date range:
    - a. The applicable WTW or REP statuses are the following:
      - i. 'Active'
      - ii. 'Good Cause'
      - iii. 'Exempt'
    - b. When updating Eligibility Non-Compliance records due to the status update, follow effective dating logic for records to be shortened.
    - c. Eligibility Non-Compliance records will be created or updated based on the following high-level scenarios:
      - i. An Eligibility Non-Compliance record will be updated when the date range of the added status

overlaps or encompasses the entire date range of the Eligibility Non-Compliance record. Section 3.c provides descriptions and definitions of the applicable fields for the updated Eligibility Non-Compliance record.

- ii. An Eligibility Non-Compliance record will be created when the status creates a gap between the current Eligibility Non-Compliance date range. Section 3.c provides descriptions and definitions of the applicable fields for the created Eligibility Non-Compliance record.

Note:

- These fields will be dependent on what page the user is on. REP is applicable to the REP Status Detail page and WTW is applicable to the WTW Status Detail page.
  - Only Eligibility Non-Compliance records under a 'Cash' program and with a type of 'WTW' or 'REP' will be updated or created in these scenarios.
  - Reference section 4.1 for sample scenarios that apply to these rules
3. Add a Confirmation page to display tables for the Eligibility Non-Compliance records to be created or updated based on the logic to be added to this page. When an Eligibility Non-Compliance record will be created or updated, a Confirmation page will be loaded when the user saves a specific 'WTW' or 'REP' status. This page will only be viewable when the user is in Create mode.
    - a. The applicable WTW or REP statuses are the following:
      - i. 'Active'
      - ii. 'Good Cause'
      - iii. 'Exempt'
    - b. These tables will be dynamic and will only display when values are available. The following are the two tables and their applicable columns:
    - c. Add a table (fig 2.2.2.1) to the Confirmation page named 'Eligibility Non-Compliance Record to be Updated' when an Eligibility Non-Compliance record will be updated, because of a 'WTW' or 'REP' status. Include the following fields:
      - i. Program – This will display 'Cash' as the program.

- ii. Name – This will display the name of the individual who has the Eligibility Non-Compliance.
- iii. Type – This will display the 'Type' of the Eligibility Non-Compliance record. This will be 'WTW' or 'REP'.
- iv. Reason – This will display the 'Reason' for which the Eligibility Non-Compliance record was imposed.
- v. Current Begin Date – The Begin Date of the Eligibility Non-Compliance Record. This will be the begin date of the original Eligibility Non-Compliance record that is being updated. This table will be ordered chronologically by the Current Begin Date, starting with most recent date.
- ~~vi. New Begin Date – For an 'Exempt', 'Good Cause' and 'Active' status this will be the first of the month following the end date of the added status. The 10-day rule will apply for this scenario. This will occur when the added status overlaps the Begin Date of the current Eligibility Non-Compliance record, but is end dated prior to the Eligibility Non-Compliance record's end date.~~
- vii. Current End Date – The End Date of the Eligibility Non-Compliance Record. This will be the end date of the original Eligibility Non-Compliance record that is being updated.
- viii. New End Date –
  - 1. WTW/REP Status overlaps Current End Date of the Eligibility Non-Compliance Record - For an 'Exempt' and 'Good Cause' status this will be the last day of the month prior of the begin date for the added status. However, if the 'Good Cause' or 'Exempt' status begins in the same month of the begin date for the Eligibility Non-Compliance record, then the new end date will be the calendar day after the Eligibility Non-Compliance record's current begin date. For an 'Active' status this will be the last day of the month of the begin date of the added status unless the 'Active' statuses begin date falls on the first of the month; then the end date will be the last day of the month for the month prior to the begin date of the status. This will occur when the added status overlaps the End Date of the current Eligibility Non-Compliance record.

2. WTW/REP Status Encompasses Entire Date Range of the Eligibility Non-Compliance Record - This will be the calendar day after the Eligibility Non-Compliance record's current begin date. This will occur when the added status encompasses the entire date range of the Eligibility Non-Compliance record.
- d. Add a table (fig. 2.2.2.1) to the Confirmation page named 'Eligibility Non-Compliance Record to be Created' when an Eligibility Non-Compliance record will be created, because of a status. Include the following fields:
    - i. Program – The program will be 'Cash'.
    - ii. Name – This will display the name of the individual who has the Eligibility Non-Compliance.
    - iii. Type – This will display the 'Type' of the Eligibility Non-Compliance record. This will be 'WTW' or 'REP'.
    - iv. Reason – This will be the 'Reason' for which the Eligibility Non-Compliance record was imposed. This will be the same reason as the 'Sanction' reason.
    - v. Begin Date – The Begin Date of the Eligibility Non-Compliance Record. This will be the 1<sup>st</sup> of the month for the 'Effective Month' of the new Sanction due to effective dating logic.
    - vi. End Date – The End Date of the Eligibility Non-Compliance Record. This will be the end date entered for the 'Sanction' status.
  - e. Confirm Button – This Button will navigate the user to the Effective Dating Confirmation List page when a program status will be updated due to effective dating and will then be saved to the database through the Effective Dating Confirmation List page.
  - f. Cancel Button – This Button will navigate the user back to the WTW Status Detail List page or the REP Status Detail List page. This button will only appear in Create and Edit modes.

Note:

- These fields will be dependent on what page the user is on. REP is applicable to the REP Status Detail page and WTW is applicable to the WTW Status Detail page.
- Reference section 4.1 for sample scenarios that apply to these rules.

- The begin date of the eligibility non-compliance record will not be updated. User can override EDBC results if needed.

#### 2.2.4 Page Location

1. WTW Status Detail page:
  - **Global:** Empl. Services
  - **Local:** Case Summary
  - **Task:** WTW
2. REP Status Detail page:
  - **Global:** Empl. Services
  - **Local:** Case Summary
  - **Task:** REP

#### 2.2.5 Page Mapping

None, this page only renders existing data

#### 2.2.6 Page Usage/Data Volume Impacts

No Impact

### 2.3 Update the EDBC Summary Page to Store and Display “Sanctions and Penalties” Data.

#### 2.3.1 Overview

When assessing WTW, REP or Cal-Learn programs through EDBC, the CalSAWS will store and display the sanctioned (WTW/REP) or penalized (Cal-Learn) program individuals in the CW/RCA EDBC Summary page.

#### 2.3.2 Description of Changes

1. Update the EDBC Summary page to store and display the sanctioned (WTW/REP) or penalized (Cal-Learn) program individuals in a new “Sanctions and Penalties” section which will show the following:
  - i. Name – This will display the name of the individual who has the Eligibility Non-Compliance (WTW,REP) or penalty (Cal-Learn).

1. The Name will wrap to the next line if needed
- ii. Type – This field will display the type of the Eligibility Non-Compliance (WTW,REP) or penalty (Cal-Learn).
- iii. Reason/Instance – This field will display the reason for which the Eligibility Non-Compliance (WTW, REP) or penalty (Cal-Learn) has been imposed.
  1. The Reason will wrap to the next line if needed. The instance will be concatenated to the reason if it is not the first instance.
- iv. Begin Date – This field will map to the effective begin date of the Eligibility Non-Compliance (WTW,REP) or penalty (Cal-Learn).
- v. End Date - This field will map to the effective end date of the Eligibility Non-Compliance (WTW,REP) or penalty (Cal-Learn). This field will display as blank when end date is high dated.
- vi. The section will be displayed below in the “Work Eligibility” section in the EDBC summary page.

2. Create a new EDBC PERS child database table that will store data for (WTW/REP) sanctioned individuals for the data listed 2.3.2 item 1. The following attributes will be part of this table:

- a. EDBC PERS ID– Person ID of the sanction person captured from the EDBC PERS parent table.
- b. TYPE\_CODE – This code captures the specific type of compliance record.
- c. RSN CODE- This code captures the reason for the non compliance record.
- d. BEG\_DATE – This captures the begin date of the non compliance record.
- e. END\_DATE- This captures the end date of the non

3. Update the EDBC PERS MISC table with the following attributes for capturing begin date and end date for Cal-Learn penalties listed 2.3.2 , item 1: iv and v:

- a. **BEG\_DATE** – This captures the begin date of the Cal-Learn penalty.
- b. **END\_DATE**- This captures the end date of the Cal-Learn penalty.

**Note:**

- The 'Sanctions and Penalties' section will display after the implementation of this SCR.
- The 'Sanctions and Penalties' section will only display if there is only a valid WTW/REP sanction and/or Cal-Learn penalty for the benefit month.
- In sorting the records displayed in the 'Sanctions and Penalties' section, the WTW/REP sanctions will be listed before Cal-Learn penalties.

### 2.3.3 Mockup

▼ Sanctions and Penalties				
Name	Type	Reason/Instance	Begin Date	End Date
Camoes, Nicolau 40F	WTW	Quit a Job-2	10/01/2020	

**Figure 2.2.3.1 – Sanction and Penalties Section of the EDBC Summary Page**

### 2.3.4 Page Location

1. **Global:** Eligibility
2. **Local:** Customer Information
3. **Task:** Run EDBC/EDBC Results

### 2.3.5 Programs Impacted

1. CW
2. RCA
3. WTW
4. REP
5. Cal-Learn

## 2.4 Update CW/RCA EDBC to use the Eligibility Non-Compliance to set the role of 'FRE' and populate the "Sanction and Penalties" section of the EDBC Summary Page.

### 2.4.1 Overview

In CalSAWS, the CW/RCA EDBC logic currently imposes the role of 'FRE' on the WTW/REP mandatory participant based on the WTW/REP 'Sanction' program status record effective for the benefit period. The CW/RCA EDBC logic will be modified to instead impose the role of 'FRE' on the WTW/REP mandatory participant when there is a WTW/REP type Eligibility Non-Compliance record effective for the entire benefit month.

The Eligibility Non-Compliance record will also be used to populate the new "Sanctions and Penalties" section of the EDBC Summary page.

### 2.4.2 Description of Change

1. Update the CW/RCA EDBC logic to update role to 'FRE' and role reason when there exists an Eligibility Non-Compliance record effective for the entire benefit month with a type (WTW or REP) and reason per codes in table CT364 (observing the 10 day notice). The new logic will be effective from June 1, 2021 benefit month going forward. However, if the EDBC is being run for benefit month prior to June 2021, the previous logic that sets the role of 'FRE' and role reason based on the program status record on the WTW or REP program under Employment Services will be used.
2. Add the following codes and mapping to CT364 that will be used by EDBC to determine the CW/RCA program person role reason for the new Eligibility Non Compliance reasons (CT365):

<b>Eligibility Non-Compliance Program</b>	<b>Eligibility Non-Compliance Type</b>	<b>Eligibility Non-Compliance Reason</b>	<b>CW/RCA Program Reason</b>
Cash	WTW	Failed to sign post 24 MTC Fed plan	CW Non Part.
Cash	WTW	Not accepting a job	CW Non Part.
Cash	WTW	Not Participating in an activity	CW Non Part.
Cash	WTW	Not providing proof of satisfactory progress	CW Non Part.
Cash	WTW	Not signing the WtW plan	CW Non Part.
Cash	WTW	Post WTW 24 MTC Failed to Sign Subsequent Fed Plan	Post WTW 24 MTC CW Fed Requirements Not Met
Cash	WTW	Post WTW 24 MTC Fed Standards Not Met - Progress	Post WTW 24 MTC CW Fed Requirements Not Met
Cash	WTW	Post WTW 24 MTC Fed Standards Not Met - Participation	Post WTW 24 MTC CW Fed Requirements Not Met
Cash	WTW	Quitting a job	CW Non Part.
Cash	WTW	Reducing their earnings	CW Non Part.
Cash	REP	Failed to sign post 24 MTC Fed plan	CW Non Part.
Cash	REP	Not accepting a job	CW Non Part.
Cash	REP	Not Participating in an activity	CW Non Part.
Cash	REP	Not providing proof of satisfactory progress	CW Non Part.

Eligibility Non-Compliance Program	Eligibility Non-Compliance Type	Eligibility Non-Compliance Reason	CW/RCA Program Reason
Cash	REP	Not signing the WtW plan	CW Non Part.
Cash	REP	Post WTW 24 MTC Failed to Sign Subsequent Fed Plan	Post WTW 24 MTC CW Fed Requirements Not Met
Cash	REP	Post WTW 24 MTC Fed Standards Not Met - Progress	Post WTW 24 MTC CW Fed Requirements Not Met
Cash	REP	Post WTW 24 MTC Fed Standards Not Met - Participation	Post WTW 24 MTC CW Fed Requirements Not Met
Cash	REP	Quitting a job	CW Non Part.
Cash	REP	Reducing their earnings	CW Non Part.

3. Update the CW/RCA EDBC logic to populate the “Sanction and Penalties” section of the EDBC page based on the following criteria:
  - i. Name of Eligibility Non-Compliance applicant.
  - ii. The Type will be “WTW” if Eligibility Non-Compliance has type ‘WTW’ or “REP” if the Eligibility Non-Compliance has type ‘REP’.
  - iii. The WTW/REP Reason will be the same as the “WTW” or “REP” type Eligibility Non-Compliance reason.
  - iv. Begin Date - The begin date of the record will map to the effective begin date of the Eligibility Non-Compliance.
  - v. End Date – The End Date of the record will map to the effective end date of the Eligibility Non-Compliance.

### **2.4.3 Programs Impacted**

1. CW
2. RCA
3. WTW
4. REP

## **2.5 Update CW/RCA EDBC Fiscal logic to populate Cal-Learn Penalty data in the “Sanctions and Penalties” Section of the EDBC Summary Page**

### **2.5.1 Overview**

The Cal-Learn penalty determined by the EDBC Fiscal logic (observing the 10 day notice) will be used to populate the “Sanctions and Penalties” section of the EDBC Summary page.

### **2.5.2 Description of Change**

1. Update the EDBC Fiscal logic (observing the 10 day notice) to populate the following information for all non-compliance discovered within the benefit month in the “Sanction and Penalties” section of the EDBC Summary page when determining Cal-Learn penalties:
  - i. Name of penalized applicant.
  - ii. The Type will be “Cal-Learn”.
  - iii. When the Cal-Learn EDBC updates the ‘Sanction and Penalties’ section of the EDBC the Reason will be the same as the non-compliance reason from the Cal-Learn non-compliance cause determination detail.
  - iv. Begin Date - The begin date of the record will map to the effective begin date of the penalty .
  - v. End Date – The End Date of the record will map to the effective end date of the penalty.

### 2.5.3 Mockup

▼Sanctions and Penalties				
Name	Type	Reason/Instance	Begin Date	End Date
TeenMom, CL 17F	Cal-Learn	The Participant Did Not Go to School	12/01/2020	01/31/2021

Figure 2.6.3.1 – Sanction and Penalties Section of the EDBC Summary Page for multi-month Cal-Learn penalty

### 2.5.4 Programs Impacted

1. CW
2. RCA
3. Cal-Learn

## 2.6 New Batch Job - Sanction Sync

### 2.6.1 Overview

Create a new batch job to synchronize Eligibility Non-Compliance records with WTW/REP Program Status 'Sanction' records created by batch.

### 2.6.2 Description of Change

1. Create a new Batch Job to:
  - a. Create a new Eligibility Non-Compliance record if there exists a WTW/REP program sanction status record created by batch since the last successful batch run date that is not being cured/denied and does not have a matching Eligibility Non-Compliance record.
    - i. Set the 'Program' value to 'Cash'
    - ii. Set the 'Type' to the program of the WTW/REP program sanction record (WTW or REP)
    - iii. Set the 'Reason' to the reason of the WTW/REP program sanction record (refer to section 2.1.3.2 for a complete list of Sanction Reasons)
    - iv. Set the Begin date to the effective month begin date of the WTW/REP program sanction record (observing the Online 10-day cutoff logic)
    - v. Set 'Systematically Generated Indicator' to 'Y'
  - b. New Batch Job will be county configurable

### **2.6.3 Execution Frequency**

Daily

### **2.6.4 Key Scheduling Dependencies**

Predecessor Batch Jobs: PB00S882, PB00S883 (Sanction Status Update Batch jobs)

Successor Batch Jobs: PB00E179

### **2.6.5 Counties Impacted**

All Counties that opt in

### **2.6.6 Data Volume/Performance**

The anticipated number of newly created Eligibility Non-Compliance records via this new batch job will be directly proportional to the number of batch-generated Sanction WTW/REP statuses. The anticipated number of records processed per daily execution is fewer than 100.

### **2.6.7 Failure Procedure/Operational Instructions**

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

## **2.7 WTW Sanction Created Batch - PB00E179**

### **2.7.1 Overview**

Currently this batch job triggers EDBC for the come-up month for CalWORKs/RCA persons active the month following the batch run month and who have WTW/REP program sanction effective the month following the batch run month.

This SCR will modify PB00E179 to trigger CalWORKs/RCA EDBC when a WTW/REP type Eligibility Non-Compliance record is effective the month following the batch run month instead of triggering on WTW/REP program sanction.

### **2.7.2 Description of Change**

1. Modify PB00E179 trigger logic to trigger CalWORKs/RCA EDBC for the come-up month:
  - a. CalWORKs/RCA persons are active the month following the batch run month.
  - b. There is an Eligibility Non-Compliance record with a Program value of "Cash" and a Type of "WTW" or "REP" that is active the month following the batch run month and associated to the CalWORKs or RCA person.

### **2.7.3 Execution Frequency**

Monthly as of Batch 10-Day

### **2.7.4 Key Scheduling Dependencies**

N/A

### **2.7.5 Counties Impacted**

All Counties that opt in

### **2.7.6 Data Volume/Performance**

N/A

### **2.7.7 Failure Procedure/Operational Instructions**

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

## **2.8 WTW/REP Sanction Ended - PB00E181**

### **2.8.1 Overview**

Currently batch job PB00E181 triggers EDBC through the come-up month for CalWORKs/RCA individuals who are active the month following the batch run when a user ends the same person's WTW/REP Sanction or Non-Compliance/In process of curing sanction status.

This SCR will modify PB00E181 to trigger EDBC for CW/RCA individuals when an Eligibility Non-Compliance record is ended instead of triggering from a WTW/REP Sanction status end date.

### **2.8.2 Description of Change**

1. Update PB00E181 Trigger Logic as follows:
  - a. CW/RCA individual is active the month following the batch run month
  - b. There does not exist an Eligibility Non-Compliance record where the "Program" value is "Cash" and the "Type" is "WTW" or "REP" that is effective greater than the Batch Date.
  - c. A previously open-ended Eligibility Non-Compliance record was ended since the last successful execution of this job, or

A WTW/REP Program Status of Non-Compliance with a reason of 'In the process of curing sanction' associated to the CW/RCA individual was ended and replaced with an Active Status.

### **2.8.3 Execution Frequency**

Daily – No Change

### **2.8.4 Key Scheduling Dependencies**

N/A

### **2.8.5 Counties Impacted**

All Counties that opt in

### **2.8.6 Data Volume/Performance**

N/A

### **2.8.7 Failure Procedure/Operational Instructions**

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually

retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

## 2.9 Data Change WTW/REP- CalSAWS Only

### 2.9.1 Overview

In CalSAWS only, create Eligibility Non-Compliance records for WTW and REP program 'sanctioned' individuals starting with the earliest 'Sanction' status record encompassing any status records up to the next 'non sanction' status record. Eligibility Non-Compliance records will be created for WTW and REP sanctions that are effective as of June 2021 benefit month added prior to this SCR being implemented.

### 2.9.2 Description of Change

1. In CalSAWS only, create Eligibility Non-Compliance records for WTW/REP program sanctions that are 'effective' in the June 2021 benefit month going forward (technical note- including sanctions where end date is 06/01/2021 or later) with the following information:
  - a. Program – The type of program ('Cash')
  - b. Name – Name of the WTW or REP participant for the Eligibility Non-Compliance record based on Sanction person.
  - c. Type – The type for the Eligibility Non-Compliance record (WTW or REP) based on Sanction program.
  - d. Reason – The applicable reason for non-compliance for the Eligibility Non-Compliance record based on Sanction reason. If the 'Sanction' status record has a status reason of 'Conversion', use eligibility non-compliance reason of 'Not signing the WtW plan'.
  - e. Begin Date – The begin date for the Eligibility Non-Compliance record will be the 1<sup>st</sup> of the 'Effective Month' of the earliest, continuous Sanction status.
  - f. End Date – The end date for the Eligibility Non-Compliance record will be based on the following:
    - i. If Sanction status is followed by 'non sanction' status:
      1. 'Active' (regardless of reason)

- a. If 'Active' status begins the 1<sup>st</sup> of the month, the end date of the Eligibility Non-Compliance record will be the last day of the prior month of the 'Active' status.
  - b. If the 'Active' status begins on a date other than the 1<sup>st</sup> of the month, the end date of the Eligibility Non-Compliance record will be the last day of the current 'Active' month.
2. 'Good Cause' and 'Exempt (regardless of reason)
- a. If the 'Good Cause' or 'Exempt' status begins after the begin date for the Eligibility Non-Compliance record but not in the same month, the end date of the Eligibility Non-Compliance will be the last day of the month prior to the begin date of the 'Good Cause' or 'Exempt' status.
  - b. If the 'Good Cause' or 'Exempt' status begins in the same month of the begin date for the Eligibility Non-Compliance record, then the end date will be the calendar day after the Eligibility Non-Compliance record's begin date.
- ii. If the Sanction status is not followed by an 'Active', 'Good Cause' or 'Exempt' status then the end date will be high dated.

NOTE: Eligibility Non-Compliance records will not be created for 'Sanction' status records with status reason of 'Sanction Cured', 'Sanction Denied', '2<sup>nd</sup> Instance' or '3<sup>rd</sup> instance'.

### 2.9.3 Estimated Number of Records Impacted

- 1. WTW – 140,000 estimated number of WTW participant status records in CalSAWS.
- 2. REP – 600 estimated number of REP participant status records in CalSAWS.

### 3 REQUIREMENTS

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#### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.2.19	The LRS shall apply all sanctions, penalties, and disregards when performing benefit calculation(s).	EDBC will look at eligibility non-compliance records when determining WTW/REP eligibility sanctions.

### 4 APPENDIX

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#### 4.1 Scenarios

1. WTW/REP Sanction Scenarios for cases where the program status caused an Eligibility Non-Compliance record to be created:
  - i. Program is active from Jan 1<sup>st</sup> to March 31<sup>st</sup>. Sanction status is added from April 1<sup>st</sup> to high date & Eligibility Non-Compliance record created with begin date of May 1<sup>st</sup>. Active status is added from May 1<sup>st</sup> to High date. Eligibility Non-Compliance record is end dated May 2<sup>nd</sup> & Sanction Status is end dated April 30<sup>th</sup> due to effective dating.
  - ii. Program is active from Jan 1<sup>st</sup> to March 31<sup>st</sup>. Sanction status is added from April 1<sup>st</sup> to high date & Eligibility Non-Compliance record created with begin date of May 1<sup>st</sup>. Active status is added from April 1<sup>st</sup> to high date. Eligibility Non-Compliance record is updated to the calendar day after the Eligibility Non-Compliance's begin date (May 2<sup>nd</sup>) & Sanction Status is removed due to effective dating.
  - iii. Program is active from Jan 1<sup>st</sup> to March 31<sup>st</sup>. Sanction status is added from April 1<sup>st</sup> to high date & Eligibility Non-Compliance record created with begin date of May 1<sup>st</sup>. Active status is added from January 1<sup>st</sup> to April 30<sup>th</sup>. The Eligibility Non-Compliance record is not updated & the Sanction status is updated to May 1<sup>st</sup> due to effective dating.
  - iv. Program is active from Jan. to high date. Sanction status is added from April 1<sup>st</sup> to May 31<sup>st</sup> & Eligibility Non-Compliance record created with a begin date of May 1<sup>st</sup> and an end date of May 31<sup>st</sup>. Active status is added from June 1<sup>st</sup> to high date.

- v. Program is Active from Jan. to April. Program is Sanctioned from May 1<sup>st</sup> to June 30<sup>th</sup>. An Eligibility Non-Compliance record is created from June 1<sup>st</sup> to June 30<sup>th</sup>. Program is Active in July. Another Sanction record exists from August 1<sup>st</sup> to September 30<sup>th</sup> with a Eligibility Non-Compliance record is created from September 1<sup>st</sup> to September 30<sup>th</sup> and an Active status from October 1<sup>st</sup> to High date. Active status is added from June to High date. The first Eligibility Non-Compliance record beginning June 1<sup>st</sup> will have an end date set to June 2<sup>nd</sup> & the Sanction status is updated to May 31<sup>st</sup> due to effective dating. The second Eligibility Non-Compliance record beginning September 1<sup>st</sup> will have an end date set to September 2<sup>nd</sup> for the Sanction status from August to September that was overwritten.
- vi. Program is active from Jan 1<sup>st</sup> to April 30<sup>th</sup>; program is Sanctioned from May 1<sup>st</sup> to June 30<sup>th</sup>. The first Eligibility Non-Compliance record beginning June 1<sup>st</sup> will have an end date set to June 30<sup>th</sup> for the May to June Sanction status. Program is Active July 1<sup>st</sup> – July 31<sup>st</sup>. Another Sanction record exists from August 1<sup>st</sup> to September 30<sup>th</sup> and there is an Active status from October 1<sup>st</sup> to High date. The second Eligibility Non-Compliance record beginning September 1<sup>st</sup> will have an end date set to September 30<sup>th</sup> for the August to September Sanction status.
- vii. Program is Sanctioned from January 1<sup>st</sup> to High date, with a Non-Compliance record of Feb. 1<sup>st</sup> to high date. Active status is added for April 1<sup>st</sup> to May 31<sup>st</sup>. Eligibility Non-Compliance record has an end date set to March 31<sup>st</sup>; sanction status is end dated to March 31<sup>st</sup> due to effective dating. Sanction status added from June to high date. A new Eligibility Non-Compliance record will be created from July 1<sup>st</sup> to High date.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-54527

Modify the TTC Interface File

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu, Remi Lassiter
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/1/2020	1.0	Initial Draft	Eric Wu
5/12/2020	1.1	Content Revision 1: Add Name Suffix to the TTC Inventory File	Eric Wu

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# 1 OVERVIEW

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The Los Angeles County Treasurer and Tax Collector (TTC) oversee various collection activities on delinquent accounts for Los Angeles County. Outstanding overpayment and over-issuance Recovery Accounts are sent to TTC for collections. TTC migrated their collections system from Collections and Accounts Receivable System (CARS) to a new software (RevQ) in 2018 and this document describes the changes needed to align CalSAWS, RevQ and the Accounts Receivable System (ARS).

## 1.1 Current Design

The CalSAWS system will generate a monthly Referral file that includes outstanding overpayment and over-issuance Recovery Account on closed/terminated cases and send them to Internal Services Department (ISD). ISD will send this information to the Los Angeles County Treasurer and Tax Collector (TTC) for collections processing.

TTC then sends an inventory file of all collection accounts back to CalSAWS on a monthly basis. This file contains the TTC Account Number for each account that was referred to TTC.

Finally, TTC sends a Collection file to include collection details for the CalSAWS system to record each transaction and apply the collection amounts against any outstanding recovery account on a weekly basis.

## 1.2 Requests

1. Update TTC Referral File to:
  - Change the Name field to First Name, Middle Name, and Last Name.
  - Add Maiden Name, Name Suffix, Previous Last Name, Previous First Name, Previous Middle Name, Previous Name Suffix.
  - Add Mailing Address, Email, and Phone Numbers.
  - Add Address Line 2 to all addresses.
2. Update TTC Inventory File to:
  - Change the Name field to First Name, Middle Name, and Last Name.
  - Add Primary Address info.
  - Add RevQ Debtor Number.
3. Update TTC Collection File to:
  - Change the Name field to First Name, Middle Name, and Last Name.
  - Add RevQ Debtor Number.
4. Send a copy of the TTC Referral File to ARS monthly.
5. Re-map 'Cash' payment type to 'Other Agency Collection – TTC' with 84.35% collection rate. Re-map 'AP-USCB' payment type to 'Collection Fee – TTC' with 15.65% commission fee rate.
6. Set Effective Month to be the month of Posted Date for the transactions during the TTC Weekly Mass Upload.
7. Create Tax Intercept Reversal transactions during the TTC Weekly Mass Upload.
8. Fix the leading zero issue when updating TTC Account number for Recovery Account that are referred to TTC.

9. Update ARS Program Status File to include Responsible Party's SSN
10. Update ARS Claims File to add the following:
  - Recovery Account Number.
  - Recovery Account Status Code.
  - Recovery Account Cause Description.
11. Update ARS Receipts File:
  - Add Responsible Party Type.
  - Add Source Document Number.
  - Add GL Document ID.
  - Add GL Document Date.
  - Add Manual Receipt Number.
  - Use the creation date of a receipt for the Recording Date field.
12. Update ARS Transaction File to add the following:
  - Transaction Number
  - Related Transaction Number.
  - Related Transaction Type Code.
  - TOP Cycle Number.
  - ECAPS Document ID.
  - ECAPS Warrant Number.
  - ECAPS Warrant Paid Indicator.
13. Add validation on the Transaction Detail page to prevent users from entering a future month for Effective Month.
14. Provide a report for TTC Referral Account status.
15. Add Payment Type Description and Recovery Account on TTC Mass Upload Collections Weekly Report and TTC Mass Upload Collections Monthly Report
16. Ensure all batch jobs are complete before sending ARS Claims File.
17. Update Treasurer and Tax Collector Account Detail page to right align dollar amount of the History section.

### 1.3 Overview of Recommendations

1. Update TTC Referral Writer to do the following:
  - Change the Name field to First Name, Middle Name, and Last Name.
  - Add Maiden Name, Name Suffix, Previous Last Name, Previous First Name, Previous Middle Name, Previous Name Suffix.
  - Add Addresses, Email, and Phone Numbers.
  - Add Address Line 2 to all addresses.
2. Update TTC Referral Writer's dependency to refer Recovery Accounts with latest balances to TTC.
3. Update the TTC Inventory file definition to:
  - Change the Name field to First Name, Middle Name, and Last Name.
  - Add RevQ Debtor Identifier.
  - Add Primary address info.
4. Update TTC Inventory reader to record RevQ Debtor Identifier that will be displayed on the Monthly TTC Account Referral Status Report.
5. Update TTC Inventory Reader to match Claim Numbers returned by TTC with Recovery Account Numbers in CalSAWS without leading 0.
6. Update the TTC Collection file definition to:

- Change the Name field to First Name, Middle Name, and Last Name.
  - Add RevQ Debtor Number.
7. Update TTC Collection Reader to re-map 'Cash' payment type to 'Other Agency Collection – TTC' with 84.35% collection rate. Update 'AP-USCB' payment type to 'Collection Fee – TTC' with 15.65% commission fee rate.
  8. Update TTC Collection Reader to use the month of the batch run date as the Effective Month for the recovery account transactions.
  9. Update TTC Collection Reader to create Tax Intercept Reversals transactions for inbound TOP and FTB transactions with negative amounts.
  10. Create a new batch job to send a copy of the TTC Referral File to ARS monthly.
  11. Update ARS Program Status Writer to add Responsible Party's SSN.
  12. Update ARS Claims Writer to add Recovery Account Number, Recovery Account Status Code, Recovery Account Cause Description.
  13. Update ARS Claims Writer to execute last and send latest Recovery Account info to ARS.
  14. Update ARS Receipts Writer to add the following fields:
    - Responsible Party Type.
    - Source Document Number.
    - GL Document ID.
    - GL Document Date.
    - Manual Receipt Number.
  15. Update ARS Receipts Writer to increase the character length of Payment Type to 3 characters and left-justified.
  16. Update ARS Receipts Writer to Use the creation date of a receipt for the Recording Date field.
  17. Update ARS Transactions Writer to add the following fields:
    - Transaction Number
    - Related Transaction Number.
    - Related Transaction Type Code.
    - TOP Cycle Number.
    - ECAPS Document ID.
    - ECAPS Warrant Number.
    - ECAPS Warrant Paid Indicator.
  18. Update ARS Transaction Writer to increase the character length of Transaction Type to 3 characters and left-justified.
  19. Generate one-time ARS Receipt file and an ARS Transaction file to include all Top 545 and 547 transactions that have not been sent to ARS.
  20. Create a new scheduled Monthly TTC Account Referral Status Report that will provide details on the monthly Recovery Account referrals to TTC.
  21. Make the following updates to the TTC Mass Upload Collections Monthly Report and the TTC Mass Upload Collections Weekly Report:
    - Add a column for Recovery Account number to the Details and Exceptions sheets
    - Add a column for Payment Type Description on all three sheets
    - Update the report logo
    - Update the heading of the Exceptions sheet to correct a typo
  22. Update Treasurer and Tax Collector Account Detail page to right align dollar amount of the History section.

## 1.4 Assumptions

1. TTC Inventory files are currently forwarded to ARS daily.
2. Request to add a validation that prevents users from entering a future month for Effective Month field will be implemented with SCR CA-219596.
3. Currently only CalFresh and CalWORK Recovery Accounts are referred to TTC for collections.
4. TTC will only reverse a payment that has already been collected. The system will not post a Tax Intercept Reversal transaction from TTC that has no matching payment record.

## 2 RECOMMENDATIONS

### 2.1 Treasurer and Tax Collector Account Detail

#### 2.1.1 Overview

Treasurer and Tax Collector Account Detail page allows the user to view the information of respective Recovery Account Details and how much amount the TTC has collected.

This SCR is to update the Amount column of the History section to be right aligned.

#### 2.1.2 Treasurer and Tax Collector Account Detail Mockup

History:			
Record Type	Sent to TTC?	Amount	Posted Date
Decrease		179.02	05/10/2019
Decrease		843.98	05/10/2019
Decrease		179.02	04/26/2019
Decrease		843.98	04/26/2019
Establish	Yes	1,023.00	03/01/2016

[Close](#)

Figure 2.1.1 – History section of Treasurer and Tax Collector Account Detail

#### 2.1.3 Description of Changes

Update the Amount column to display right-aligned dollar amounts. (Please see Figure 2.1.1)

#### 2.1.4 Page Location

- **Global: Fiscal**
- **Local: Collections**
- **Task: Treasurer and Tax Collector Account Search**

#### 2.1.5 Security Updates

No changes

#### 2.1.6 Page Mapping

No changes

### 2.2 TTC Referral Interface (PO19F425)

#### 2.2.1 Overview

The TTC Referral Writer retrieves outstanding overpayment and over-issuance Recovery Accounts for closed/terminated cases in the LRS and send them to the Los Angeles County Treasurer and Tax Collector (TTC) for collections processing. The batch is scheduled to execute on the 6<sup>th</sup> business day every month. Below describe required changes.

#### 2.2.2 Description of Changes

- 1) Update the TTC Referral writer logic to make following changes in TTC Referral files:
  - a. Change the Name field to first Name, Middle Name, and Last Name.
  - b. Add Maiden Name, Name Suffix, Previous First Name, Previous Middle Name, Previous Last Name, Previous Name Suffix.
  - c. Add the Email and latest home and cell phone numbers.
  - d. Include both the Physical Address and the Mailing Address. The Physical Address will be the primary. Add Address Line 2 for all addresses.

Please refer to 'TTC Referral Definition.xlsx' for detailed file layout.

**NOTE:** TTC partner will make updates to process additional fields in the same release of this SCR.

#### 2.2.3 Execution Frequency

No Change.

#### 2.2.4 Key Scheduling Dependencies

Create a dependency for this batch to execute after the following batches are complete:

- Receipt Mass Upload Batch (PB19F114)
- Grant Expungement Reader (PI19F401)
- Issuance Batch (PB00F4XX)
- TTC Collections Reader (PI19F421)

### 2.2.5 Counties Impacted

Los Angeles County.

### 2.2.6 Data Volume/Performance

No Change.

### 2.2.7 Interface Partner

Los Angeles County Treasurer and Tax Collector (TTC).

### 2.2.8 Failure Procedure/Operational Instructions

No Change.

## 2.3 TTC Inventory Interface (PI19F427)

### 2.3.1 Overview

The Treasurer and Tax Inventory Reader reads the TTC Collections file, which contains various TTC Account Number for each Recovery Account, referred to by TTC. Below describe required changes to update Recovery Account's TTC account number.

### 2.3.2 Description of Changes

- 1) Update the TTC Inventory reader logic to match the TTC Account Number based on the Claim Numbers without leading 0 and the number will be left-justified.
- 2) Update the TTC Inventory file definition for the following updates:
  - Update Name field to be First Name, Middle Name, Last Name, and Name Suffix of the person.
  - Add RevQ Debtor Identifier.
  - Add Primary address info.

Name and Address fields will not be processed by the CalSAWS system and will be for ARS only. Please refer to 'TTC Inventory Definition.xlsx' for detailed file layout.
- 3) Record the RevQ Debtor Identifier for each TTC Account. The field will be displayed on Monthly TTC Account Referral Status Report (section 2.10).

**Note:** TTC will make the following system updates on their end in the same release of this SCR:

- Generate left-justified recovery account numbers without any padding 0.
- Add new fields requested by ARS in the Inventory files.
- The Inventory files will only include new or updated records instead of all TTC Accounts. Below are triggers to include TTC Account in the inventory file:
  1. Newly established TTC account with TTC Account Number and RevQ Debtor Identifier.
  2. Changes in the TTC account status, balance, or Debtor's primary address info.

### **2.3.3 Execution Frequency**

No Change.

### **2.3.4 Key Scheduling Dependencies**

No Change.

### **2.3.5 Counties Impacted**

Los Angeles County.

### **2.3.6 Data Volume/Performance**

No Change.

### **2.3.7 Interface Partner**

Los Angeles County Treasurer and Tax Collector (TTC).

### **2.3.8 Failure Procedure/Operational Instructions**

No Change.

## **2.4 TTC Collection Reader (PI19F421)**

### **2.4.1 Overview**

TTC Collections reader is to post the transactions received from TTC into the system which helps to recover the money from recovery account's responsible party and lowering the account balance. Below describe required changes.

## 2.4.2 Description of Changes

- 1) Update the TTC Collection file definition for the following updates:
  - Add RevQ Debtor Identifier
  - Update the Name field to be First Name, Middle Name, and Last Name.

Name and RevQ Debtor Identifier fields will not be processed by the CalSAWS system and will be for ARS only. Please refer to 'TTC Collection Definition.xlsx' for detailed file layout.

- 2) Use the batch run month as the Effective Month of the Recovery Account Transaction instead of the posting date received from the TTC.
- 3) Update the Payment/Transaction Types and the commission rates of the Receipts/Recovery Account Transactions for USCB payments as below:

Payment/Transaction Type (current)	Split Rate (current)	Payment/Transaction Type (new)	Split Rate (new)
Cash	86%	Other Agency Collection - TTC	84.35%
AP-USCB	14%	Collection Fee - TTC	15.65%

Note: This update will be for the ongoing records only, and there will be no DCR to update existing Transactions to re-map the transaction type.

- 4) Process Tax Intercept Reversal transactions for TOP and FTB transactions with the negative amount by doing the following:
  - a. Create TTC Account Transactions with 'Increase' Type Code and the positive transaction amount.
  - b. Create Receipt with 'Tax Intercept Reversal' Payment Type and the negative transaction amount.
  - c. Post RA Transactions with 'Tax Intercept Reversal' Type Code and negative transaction amount to the 'Active' or 'Suspended' Recovery Account that is originally referred to TTC. For 'Closed' and 'Terminated' status, reactivate the Recovery Account with 'Active' as Status Reason before posting a Tax Intercept Reversal transaction to the RA.

**Note:** Current logic to set Posted Date and State Cycle Number will remain unchanged and will be applied to Tax Intercept Reversal transactions.

Process Tax Intercept Reversal for inbound TOP Transactions when the following conditions are met:

- a. The department is 14061, 14062, 14084, or 14088.
- b. The amount is negative.
- c. A 545 Transaction must have a matching 547 transaction within a TTC collection file, and vice versa.

A 545 transaction without the pairing 547 transaction will have the error message '**NO 547 FOR 545.**' on the TTC Mass Upload Collections Reports.

A 547 transaction without the pairing 545 transaction will have the error message '**NO 545 FOR 547.**' on the TTC Mass Upload Collections Reports.

- d. The amount of the 545 Transaction should be 17.5% of the sum of the 545 and 547 transactions.

If the amount of the 545 transaction do not match the percentage, both 545 and 547 transactions will have the error message '**Amounts does not match for 545 and 547.**' on the TTC Mass Upload Collections Reports.

- e. The amount of the 547 Transaction should be 82.5% of the sum of the 545 and 547 transactions.

If the amount of the 547 transaction does not match the percentage, both 545 and 547 transactions will have the error message '**Amounts does not match for 545 and 547.**' on the TTC Mass Upload Collections Reports.

- f. The RA referred to TTC is 'Active', 'Suspended', 'Closed' or 'Terminated'. For other status, the transaction will have the error message '**TI Reversal Unable to Apply.**' on the TTC Mass Upload Collections Reports.

For example, within a TTC collection file contain 545 and 547 transactions below, then both records will be insert as Tax Intercept Reversal.

TTC Trans Code	CalSAWS Trans Type	Amount	Percentage
545	Tax Intercept Reversal	(10.14)	17.5%
547	Tax Intercept Reversal	(47.86)	82.5%

Create Tax Intercept Reversal Transactions for the inbound FTB transactions with negative amount:

- a. 538 Transactions for all departments.
- b. 535 and 545 Transaction with the department that is other than 14061, 14062, 14084, and 14088.
- c. The RA referred to TTC is 'Active', 'Suspended', 'Closed' or 'Terminated'. For other status, the transaction will have the error message '**TI Reversal Unable to Apply.**' on the TTC Mass Upload Collections Reports.

Example below:

TTC Trans Code	CalSAWS Trans Type	Amount
538	Tax Intercept Reversal	(50.00)

### 2.4.3 Execution Frequency

No Change.

### 2.4.4 Key Scheduling Dependencies

No Change.

### 2.4.5 Counties Impacted

Los Angeles County.

### 2.4.6 Data Volume/Performance

No Change.

### 2.4.7 Interface Partner

Los Angeles County Treasurer and Tax Collector (TTC).

### 2.4.8 Failure Procedure/Operational Instructions

No Change.

## 2.5 ARS Program Status Writer (PO19F431)

### 2.5.1 Overview

This ARS Program Status Writer retrieves all program status changes (active, terminated, etc.) within the previous week and send them to ARS. ARS uses this data to identify which accounts need to be recalled from TTC. Below describe required changes.

### 2.5.2 Description of Changes

Update the ARS Program Status Writer to include Responsible Party's SSN. Please refer to DPSS\_PGM\_STATUS section of 'ARSFileDefinition.docx' for detailed file layout.

**Note:** Because of sensitive personal info, the file will be encrypted with the encryption key from ARS.

### 2.5.3 Execution Frequency

No Change.

### **2.5.4 Key Scheduling Dependencies**

No Change.

### **2.5.5 Counties Impacted**

Los Angeles County.

### **2.5.6 Data Volume/Performance**

No Change.

### **2.5.7 Interface Partner**

Accounts Receivable System.

### **2.5.8 Failure Procedure/Operational Instructions**

No Change.

## **2.6 ARS Claims Writer (PO19F432)**

### **2.6.1 Overview**

This ARS Recovery Claims Writer will retrieve new recovery accounts within the previous week and send them to ARS for processing. Furthermore, this job also tracks any Cause Code or Status Code changes to the recovery account. ARS uses this data to sync their system with the CalSAWS. Below describe required changes.

### **2.6.2 Description of Changes**

Update the ARS Claim Writer to include the following fields:

- Recovery Account Number.
- Recovery Account Status Code.
- Recovery Account Cause Description.

Please refer to DPSS\_CLAIM\_DATA section of 'ARSFileDefinition.docx' for detailed file layout.

### **2.6.3 Execution Frequency**

No Change.

#### **2.6.4 Key Scheduling Dependencies**

Set up dependencies for this batch to execute after Fiscal Claiming batches are complete. This is to ensure the ARS Claim file will contain latest Recovery Account info.

#### **2.6.5 Counties Impacted**

Los Angeles County.

#### **2.6.6 Data Volume/Performance**

No Change.

#### **2.6.7 Interface Partner**

Accounts Receivable System

#### **2.6.8 Failure Procedure/Operational Instructions**

No Change.

### **2.7 ARS Receipts Writer (PO19F430)**

#### **2.7.1 Overview**

This ARS Recovery Receipts Writer will retrieve new receipts created within the previous week and send them to ARS for processing. ARS uses this data to sync their system with the CalSAWS. Below describe required changes.

#### **2.7.2 Description of Changes**

- 1) Update the length of the Payment Type Code from 2 characters to 3 characters and left-justified.
- 2) Update the ARS Receipts Writer to include the following fields:
  - Responsible Party Type. Possible values are PE (Person), RE (Resource), and OT (Other).
  - Source Document Number.
  - GL Document ID.
  - GL Document Date.
  - Manual Receipt Number.

Please refer to DPSS\_CLAIM\_PAYMENT\_RECEIPT section of 'ARSFileDefinition.docx' for detailed file layout.

- 3) Use the creation date of a receipt for the Recording Date field.

### **2.7.3 Execution Frequency**

No Change.

### **2.7.4 Key Scheduling Dependencies**

No Change.

### **2.7.5 Counties Impacted**

Los Angeles County.

### **2.7.6 Data Volume/Performance**

No Change.

### **2.7.7 Interface Partner**

Accounts Receivable System

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

No Change.

## **2.8 ARS Transactions Writer (PO19F433)**

### **2.8.1 Overview**

This ARS Recovery Transactions Writer will retrieve new recovery account transactions created within the previous week and send them to ARS for processing. ARS uses this data to sync their system with the CalSAWS. Below describe required changes.

### **2.8.2 Description of Changes**

- 1) Update the length of the Transaction Type Code and Reversal Transaction Type Code from 2 characters to 3 characters and left-justified.
- 2) Update the ARS Transactions Writer to include the following fields:
  - Transaction Number
  - Related Transaction Number.
  - Related Transaction Type Code.
  - TOP Cycle Number.
  - ECAPS Document ID – Only has a value when Transaction Type is Refund.
  - ECAPS Warrant Number - Only has a value when Transaction Type is Refund.

- ECAPS Warrant Paid Indicator - Only has a value when Transaction Type is Refund. 'Y' indicates the issuance status is Paid, and 'N' for other statuses.

Please refer to DPSS\_CLAIM\_RECOVERY\_DETAILS section of 'ARSFileDefinition.docx' for detailed file layout.

### **2.8.3 Execution Frequency**

No Change.

### **2.8.4 Key Scheduling Dependencies**

No Change.

### **2.8.5 Counties Impacted**

Los Angeles County.

### **2.8.6 Data Volume/Performance**

No Change.

### **2.8.7 Interface Partner**

Accounts Receivable System

### **2.8.8 Failure Procedure/Operational Instructions**

No Change.

## **2.9 TTC Referral File to ARS**

### **2.9.1 Overview**

Below describe required changes to forward a copy of TTC Referral File to ARS monthly.

### **2.9.2 Description of Changes**

Create a new interface process to forward a copy of TTC Referral File to ARS monthly.

**Note:** Because of sensitive personal info, the file will be encrypted with the encryption key from ARS.

### **2.9.3 Execution Frequency**

Monthly.

### **2.9.4 Key Scheduling Dependencies**

TTC Referral Writer (PO19F425).

### **2.9.5 Counties Impacted**

Los Angeles County.

### **2.9.6 Data Volume/Performance**

Approximately 50,000 per year.

### **2.9.7 Interface Partner**

Accounts Receivable System

### **2.9.8 Failure Procedure/Operational Instructions**

Batch Support Operations staff will evaluate the nature of the failure and determine the appropriate action. This Batch job will not utilize restartability. The entire file will be written at the end of processing, or the file will not be created all. This approach will allow this job to be re-run without the possibility of creating a partial file and having to combine multiple partial files.

## **2.10 Generate an ARS Receipt file and an ARS Transaction file with TOP 545 and 547 transactions**

### **2.10.1 Overview**

Currently CalSAWS system has 2 characters length-limit for Payment Type/Transaction Type when creating ARS Receipts and ARS Transactions File. This has caused the system not able to send any TTC 545 and TTC 547 transactions to ARS since these transaction types has length of 3 characters. Below describe changes to generate a one-time Receipt and Transaction files to include the missing transactions for ARS.

### **2.10.2 Description of Change**

Create an ARS Receipt File and an ARS Transaction File to include all TTC 545 and 547 transactions that were processed by TTC Weekly Mass Upload. The file will be fixed length text format and will be delivered to current ARS receiving



CalSAWS Monthly TTC Referral Account Status Report												
Los Angeles												
Run Date: OCT-10-20 08:15 PM												
Report Month: 09/2020												
TTC Referral Details												
										Record Count	Original Balance	Referral Amount
Total										5	\$1,919.00	\$1,275.32
Claim #	TTC Account #	Debtor #	Responsible Party	Recovery Account	Recovery Account Creation Date	Cause	Case Number	Case Name	Program	Original Balance	Referral Amount	Discontinue Date
016429253	30845514	45125689	John Doe	26109041	10/15/2020	Cash - Admin C B22X686		John Doe	AAP	\$219.00	\$219.00	9/9/1999
22541258	30850042	89546578	Bartholomew Bart	22541258	03/01/2020	Cash - Custom L993419		Bartholomew B	CalWorks	\$569.00	\$44.55	9/9/1999
21102031	13205803	63872955	Joy Feliz	21102031	11/30/2020	CalFresh - Potc B0R7P36		Joy Feliz	CalFresh	\$478.00	\$478.00	9/9/1999
21102031	30842917	31687255	Happy Feliz	21102031	11/30/2020	CalFresh - Potc B0R7P36		Joy Feliz	CalFresh	\$478.00	\$478.00	9/9/1999
017429233	30826486	38472892	Jessica Rabbit	26546546	08/24/2019	CalFresh - IHE B12V563		Jessica Rabbit	CalFresh	\$175.00	\$55.77	9/9/1999

Figure 2.11.2 – Monthly TTC Account Referral Status Report - Details Sheet Mockup

CalSAWS Monthly TTC Referral Account Status Report												
Los Angeles												
Run Date: OCT-10-20 08:15 PM												
Report Month: 09/2020												
TTC Exception Details												
										Record Count	Original Balance	Referral Amount
Total										2	\$150.00	\$256.00
Claim #	Responsible Party	Recovery Account #	Recovery Account Creation Date	Cause	Case Number	Case Name	Program	Original Balance	Referral Amount	Discontinue Date		
22456212	Joe Doe	22456212	09/09/2020	Cash - Admin Cause I T0636CD		Joe Doe	CalWorks	\$100.00	\$100.00	9/9/1999		
017438255	Moe Doe	24109048	5/21/2020	Cash - Customer Cai B1M6J04		Moe Doe	CalFresh	\$50.00	\$156.00	9/9/1999		

Figure 2.11.3 – Monthly TTC Account Referral Status Report - Exceptions Sheet Mockup

### 2.11.3 Description of Change

1. Create a Monthly TTC Account Referral Status Report.
2. Generate this report monthly on the 10<sup>th</sup> business day for all Responsible Parties that were referred to TTC that month – e.g., on the 10<sup>th</sup> business day of December the report will be generated and populated with information on the referrals that were sent to TTC in the December Referral File.

**Technical Note:** The population for this report can be found using the TTC\_ACCT table. When a Responsible Party is referred to TTC, a record is created in this table. The TTC\_ACCT\_NUM\_IDENTF field is initially left blank then later updated with the respective TTC account number once provided by TTC. If an exception occurs, the TTC\_ACCT\_NUM\_IDENTIF will not be updated and remain blank. The

report will include all TTC\_ACCT records with a CREATED\_ON date in the report month.

3. The report will contain three sheets: 'Summary', 'Details' and 'Exceptions'.
  - a. The Summary sheet will contain summary information on the number of referrals made that report month.
  - b. The Details sheet will contain detailed information on all Responsible Parties referred that report month that were successfully updated with a TTC account number in CalSAWS (TTC\_ACCT.TTC\_ACCT\_NUM\_IDENTF)
  - c. The Exceptions sheet will contain detailed information on all Responsible Parties referred that report month that were not successfully updated with a TTC account number in CalSAWS (TTC\_ACCT.TTC\_ACCT\_NUM\_IDENTF) due to an error.
  
4. The report will have the following columns defined in the tables below:

#### Summary Sheet Column Definitions

Column Name	Column Description
Program	The program associated with a Recovery Account.
Cause	The current cause type of a Recovery Account.
Department Code	The TTC department code associated with a Recovery Account.
Total Claims	Total number of claim records referred to TTC for the report month grouped by program, cause, and department code.  Note: There is a claim record for each Responsible Party associated with a Recovery Account. For example, if a Recovery Account with three responsible parties is referred to TTC, there would be three claim records reflected in this report for that Recovery Account.
Total Recovery Accounts	Total number of unique Recovery Accounts referred to TTC for the report month grouped by program, cause, and department code.
Total Cases	Total number of unique cases referred to TTC for the report month grouped by program, cause and department code.
Total Referral Amount	The sum of the referral amount for all Responsible Parties referred to TTC for collection for the report month grouped by program, cause and department code.  Format: \$XX.XX

Total Unique Referral Amount	The sum of the referral amount for all unique Recovery Accounts referred to TTC for collection for the report month grouped by program, cause and department code. Format: \$XX.XX
Grand Total – Total Claims	Total number of Responsible Parties referred to TTC for the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Grand Total – Total Recovery Accounts	Total number of unique Recovery Accounts referred to TTC for the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Grand Total – Total Cases	Total number of unique cases referred to TTC for the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Grand Total – Total Referral Amount	The sum of the referral amount for all Responsible Parties referred to TTC for collection Note: This is a dynamic total and will change based on the filters selected on this sheet.
Grand Total – Total Unique Referral Amount	The sum of the referral amount for all unique Recovery Accounts referred to TTC for collection Note: This is a dynamic total and will change based on the filters selected on this sheet.

### Details Sheet Column Definitions

Column Name	Column Description
Total – Record Count	Total number of Responsible Parties that were successfully updated in CalSAWS with their respective TTC account number in the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Total – Original Balance	Sum of the original balance for all Responsible Parties that were successfully updated in CalSAWS with their respective TTC account number in the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Total – Referral Amount	Sum of the referral amount for all Responsible Parties that were successfully updated in CalSAWS with their respective TTC account number in the report month.

	Note: This is a dynamic total and will change based on the filters selected on this sheet.
Claim #	The claim number associated with the Recovery Account. If the Recovery Account has a LEADER Claim Number, that is the Claim #. Otherwise, it is the Recovery Account #.
TTC Account Number	The TTC Account number assigned to the Responsible Party.
Debtor #	The unique RevQ Debtor Identifier associated with the Responsible Party. Note: This is new information being added to the TTC Collections File per the requests outlined in Section 2.3 and will be stored in the TTC_ACCT table.
Responsible Party	The responsible party associated with the Recovery Account. Note: There may be multiple Responsible Parties for a Recovery Account. If this is the case, each Responsible Party will have their own claim record and TTC account number.
Recovery Account #	The unique ID number of the Recovery Account.
Recovery Account Creation Date	The date the Recovery Account was created in the CalSAWS system. Format: MM/DD/YYYY
Cause	The current cause type associated with the Recovery Account.
Case Number	The case number associated with the Recovery Account.
Case Name	The case name associated with the Recovery Account.
Program	The program associated with the Recovery Account.
Original Balance	The original balance of the Recovery Account. Format: \$X.XX
Referral Amount	The amount being referred to TTC in the month of the report. Format: \$X.XX
Discontinue Date	The date aid was terminated for the program associated with the Recovery Account. Format: MM/DD/YYYY

### Exception Sheet Column Definitions

Column Name	Column Description
-------------	--------------------

Total – Record Count	Total number of Responsible Parties that were unsuccessfully updated in CalSAWS with their respective TTC account number in the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Total – Original Balance	Sum of the original balance for all Responsible Parties that were unsuccessfully updated in CalSAWS with their respective TTC account number in the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Total – Referral Amount	Sum of the referral amount for all Responsible Parties that were unsuccessfully updated in CalSAWS with their respective TTC account number in the report month. Note: This is a dynamic total and will change based on the filters selected on this sheet.
Claim #	The claim number associated with the Recovery Account. If the Recovery Account has a LEADER Claim Number, that is the Claim #. Otherwise, it is the Recovery Account #.
Responsible Party	The responsible party associated with the Recovery Account. Note: There may be multiple Responsible Parties for a Recovery Account. If this is the case, each Responsible Party will have their own claim record and TTC account number.
Recovery Account #	The unique ID number of the Recovery Account.
Recovery Account Creation Date	The date the Recovery Account was created in the CalSAWS system. Format: MM/DD/YYYY
Cause	The current cause type associated with the Recovery Account.
Case Number	The case number associated with the Recovery Account.
Case Name	The case name associated with the Recovery Account.
Program	The program associated with the Recovery Account.
Original Balance	The original balance of the Recovery Account. Format: \$X.XX
Referral Amount	The amount being referred to TTC in the month of the report. Format: \$X.XX
Discontinue Date	The date aid was terminated for the program associated with the Recovery Account.

Please see Supporting Documents for the report template mockup.

### 2.11.4 Report Location

- **Global:** Reports
- **Local:** Scheduled
- **Task:** Fiscal

### 2.11.5 Counties Impacted

Only LA county will be impacted by the changes outlined in this section.

### 2.11.6 Security Updates

#### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
MonthlyTTCAccountReferralStatusReport	This right gives access to view the Monthly TTC Account Referral Status Report	Monthly TTC Account Referral Status Report

#### 2. Security Groups

Security Group	Group Description	Group to Role Mapping
Monthly TTC Account Referral Status Report	This group gives access to view the Monthly TTC Account Referral Status Report	System Administrator, Fiscal Staff, Fiscal Supervisor, Fiscal Supervisor – LAC, Master Report Listing



CalSAWS TTC Mass Upload Collections Monthly Report														
Los Angeles														
Run Date: OCT-01-20 08:15 PM														
Report Month: 09/2020														
Count: 0											Total Amount: \$918.75			
Receipt Number	Manual Receipt Number	State/Cycle Number	GL Doc Date	GL Doc ID	Program	TTC Account #	Recovery Account #	Case Name	Case Number	Transaction Code	Payment Amount	Dept ID	Batch Number	Received Date
14092101					CalWORKs	30842725	12326113	Sam Smith	B1YLJ74	408	\$14.00	14051		8/18/2020
14092105					CalFresh	30852965	12326114	Pam Smith	B0KZ800	365	\$100.00	14061		8/26/2020
14092106					CalFresh	30840471	12326115	Lam Smith	B1TB575	035	\$0.75	14051		8/26/2020
14092107					CalWORKs	13212507	12326116	Bam Smith	B0MYW63	365	\$479.00	14051		8/26/2020
14092108					CalWORKs	30852288	12326117	Brian Smith	L934419	365	\$50.00	14051		8/26/2020
14092123					CalFresh	30844134	12326118	Jan Smith	B1D0983	465	\$275.00	14051		8/26/2020

Figure 2.12.2 – Mass Upload Collections Monthly Report – Details Sheet Mockup

CalSAWS TTC Mass Upload Collections Monthly Report											
Los Angeles											
Run Date: OCT-01-20 08:15 PM											
Report Month: 09/2020											
Exception Detail											
Count: 3										Total Amount: (\$558.50)	
Dept ID	TTC Account #	Recovery Account #	Case Number	Claim No	Transaction Code	Payment Type Description	Collection Amount	Date Posted	Responsible Party	Exception Reason	
14051	25564123	25564123	TAD7E4A	25564123	059		(\$479.00)	9/11/2020	Tam Smith	NEGATIVE AMOUNT RECEIVED.	
14051	29123218	29123218	LB70325	29123218	408	OCA Pymt-USCB	(\$77.00)	9/18/2020	Ang Smith	NEGATIVE AMOUNT RECEIVED.	
14061	26291262	26291262	B0MPW05	26291262	035	Mail-In Pymt	(\$2.50)	9/4/2020	Fan Smith	NEGATIVE AMOUNT RECEIVED.	

Figure 2.12.3 – Mass Upload Collections Monthly Report – Exceptions Sheet Mockup

### 2.12.3 Description of Change

1. Add a column for 'Recovery Account #' to the Details and Exceptions sheets. Insert the column directly after the 'TTC Account #' column on both sheets.

Column Name	Column Description
Recovery Account #	The unique identifier of the Recovery Account associated with the collection record.

2. Add a column for 'Payment Type Description' to the Summary, Details and Exceptions sheets. On the Summary and Exceptions sheets, Insert the column directly after the 'Transaction Code' columns. On the Details sheet, insert the column directly after the 'Payment Type' column.

Column Name	Column Description
Payment Type Description	<p>The description of the payment type for the collection record. The possible values for this field can be found in the Payment Type Description Mapping Table in the Appendix.</p> <p><b>Technical Note:</b> This value is mapped from the TTC Transaction Code (TTC_ACCT_TRANSACT.FILE_TRANSACT_TYPE_IDENTIF) associated with the record per the mapping rules in the Appendix.</p>

- Update the logo to the new CalSAWS logo and the heading of the Exceptions sheet to correct the spelling error in "Exceptions" which is currently spelled "Excepitons".

Please see Supporting Documents for the report template mockup.

#### 2.12.4 Report Location

- **Global:** Reports
- **Local:** Scheduled
- **Task:** Fiscal

#### 2.12.5 Counties Impacted

Only LA county will be impacted by the changes outlined in this section.

#### 2.12.6 Security Updates

There are no updates to security for this report.

#### 2.12.7 Report Usage/Performance

There are no updates to report usage/performance.

### 2.13 Reports – TTC Mass Upload Collections Weekly Report

#### 2.13.1 Overview

The TTC Mass Upload Collections Weekly Report is a scheduled report that displays a weekly summary of collections successfully or unsuccessfully uploaded to CalSAWS in the Mass Upload process. Update the report to include a column for 'Recovery Account Number' on the Details and Exceptions sheets and a column for 'Payment Type Description' on all

three sheets of the report. Also update the report logo and the heading of the Exceptions sheet to correct the spelling error in "Exceptions".

### 2.13.2 TTC Mass Upload Collections Weekly Report Mockup

CalSAWS TTC Mass Upload Collections Weekly Report							
Los Angeles							
Run Date: OCT-01-20 08:15 PM							
Report Month: 09/2020							
Dept ID	Transaction Code	Payment Type Description	Number of Records	Amount	Number of Exception Records	Exception Amount	
14051	035	Mail-In Pymt	1	\$0.75			
14051	059				1		(\$479.00)
14051	365	Card Pymt	2	\$529.00			
14051	408	OCA Pymt-USCB	1	\$14.00	1		(\$77.00)
14051	465	eCheck Pymt	1	\$275.00			
14061	035	eCheck Pymt			1		(\$2.50)
14061	365	Card Pymt	1	\$100.00			

Figure 2.13.1 – Mass Upload Collections Weekly Report – Summary Sheet Mockup

CalSAWS TTC Mass Upload Collections Weekly Report														
Los Angeles														
Run Date: OCT-01-20 08:15 PM														
Report Month: 09/2020														
Count:												Total Amount:		
Receipt Number	Manual Receipt Number	State/Cycle Number	GL Doc Date	GL Doc ID	Program	TTC Account #	Recovery Account #	Case Name	Case Number	Transaction Code	Payment Amount	Dept ID	Batch Number	Received Date
14092101					CalWORKS	30842725	12326113	Sam Smith	B1YL174	408	\$14.00	14051		8/18/2020
14092105					CalWORKS	30852965	12326114	Pam Smith	B0K2800	365	\$100.00	14061		8/26/2020
14092106					CalFresh	30840471	12326115	Lam Smith	B1TB575	035	\$0.75	14051		8/26/2020
14092107					CalWORKS	13212507	12326116	Bam Smith	B0M7W63	365	\$479.00	14051		8/26/2020
14092108					CalWORKS	30852288	12326117	Bran Smith	L993419	365	\$50.00	14051		8/26/2020
14092123					CalFresh	30844134	12326118	Jan Smith	B100983	465	\$275.00	14051		8/26/2020

Figure 2.13.2 – Mass Upload Collections Weekly Report – Details Sheet Mockup

CalSAWS TTC Mass Upload Collections Weekly Report											
Los Angeles											
Run Date: OCT-01-20 08:15 PM											
Report Month: 09/2020											
Exception Detail											
Count:										Total Amount:	
Dept ID	TTC Account #	Recovery Account #	Case Number	Claim No	Transaction Code	Payment Type Description	Collection Amount	Date Posted	Responsible Party	Exception Reason	
14051	25564123	25564123	TAD7E4A	25564123	059		(\$479.00)	9/11/2020	Tam Smith	NEGATIVE AMOUNT RECEIVED.	
14051	29123218	29123218	LB70325	29123218	408	OCA Pymt-USCB	(\$77.00)	9/18/2020	Ang Smith	NEGATIVE AMOUNT RECEIVED.	
14061	26291262	26291262	B0MPW05	26291262	035	Mail-In Pymt	(\$2.50)	9/4/2020	Fan Smith	NEGATIVE AMOUNT RECEIVED.	

Figure 2.13.3 – Mass Upload Collections Weekly Report – Exceptions Sheet Mockup

### 2.13.3 Description of Change

1. Add a column for 'Recovery Account #' to the Details and Exceptions sheets. Insert the column directly after the 'TTC Account #' column on both sheets.

Column Name	Column Description
Recovery Account #	The unique identifier of the Recovery Account associated with the collection record.

2. Add a column for 'Payment Type Description' to the Summary, Details and Exceptions sheets. On the Summary and Exceptions sheets, Insert the column directly after the 'Transaction Code' columns. On the Details sheet, insert the column directly after the 'Payment Type' column.

Column Name	Column Description
Payment Type Description	<p>The description of the payment type for the collection record. The possible values for this field can be found in the Payment Type Description Mapping Table in the Appendix.</p> <p><b>Technical Note:</b> This value is mapped from the TTC Transaction Code (TTC_ACCT_TRANSACT.FILE_TRANSACT_TYPE_IDENTIF) associated with the record per the mapping rules in the Appendix.</p>

3. Update the logo to the new CalSAWS logo and the heading of the Exceptions sheet to correct the spelling error in "Exceptions" which is currently spelled "Excepitons".

Please see Supporting Documents for the report template mockup

### 2.13.4 Report Location

- **Global:** Reports
- **Local:** Scheduled
- **Task:** Fiscal

### 2.13.5 Counties Impacted

Only LA county will be impacted by the changes outlined in this section.

### 2.13.6 Security Updates

There are no updates to security for this report.

### 2.13.7 Report Usage/Performance

There are no updates to report usage/performance.

## 2.14 Database Change

Add a new column on the TTC\_ACCT table:

1. RevQ Debtor Identifier – This column is to store the Identifier for a responsible party in the RevQ system.

## 2.15 CTCRs

Create new category in CODE\_DETL based on the 'Payment Type Description Mapping.xlsx'. This mapping will be used to display 'Payment Type Description' on the TTC Mass Upload Reports (Weekly and Monthly).

## 3 SUPPORTING DOCUMENTS

---

Number	Functional Area	Description	Attachment
1	Fiscal	Field definitions for outbound TTC Referral.	TTC Referral Definition.xlsx
2	Fiscal	Field definitions for inbound TTC Inventory	TTC Inventory Definition.xlsx
3	Fiscal	Field definitions for inbound TTC Collection	TTC Collection Definition.xlsx
4	Fiscal	Field definitions for outbound ARS files	ARS File Definition.docx
5	Reports	Monthly TTC Account Referral Status Report Mockup	 Monthly TTC Account Referral Status Report

6	Reports	Security Matrix for Monthly TTC Account Referral Status Report	 Security Matrix
7	Reports	Mass Upload Collections Monthly Report Mockup	 TTC Mass Upload Collections Monthly R
8	Reports	Mass Upload Collections Weekly Report Mockup	 TTC Mass Upload Collections Weekly Re
9	Fiscal	CTCRs	Payment Type Description Mapping.xlsx

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.11.3.2	The LRS shall identify and track the following recording and posting details: a. Posting date; b. Accrual month; c. Receipt number; d. TTC account number; e. <del>Journal voucher number;</del> f. Recording and posting locations; g. Invoice number; and h. Vendor ID.	Due to the TTC's collection system change from CARS to RevQ, CalSAWS system will be updated to align with TTC and ARS.

## 5 APPENDIX

The following table details the possible values for the new Payment Type Description column being added to the TTC Mass Upload Monthly and Weekly Reports. These values are mapped from TTC Transaction Code – e.g., a collection record with a Transaction Code of '386' will display 'Card Adj' for Payment Type Description.

**Note:** For any records with transaction codes that are not in this table, Payment Type Description will be blank.

### Payment Type Description Mapping Table

TTC Transaction Code	Payment Type Description
386	Card Adj
376	Card Chargeback
365	Card Pymt
355	Card Pymt (IVR)
396	Card Refund
635	Cash Adj
459	Direct Pymt
465	eCheck Pymt
486	eCheck Pymt Adj
496	eCheck Refund
536	eCheck Return
538	FTB
559	Library Mtls Return

035	Mail-In Pymt
634	Non-Cash Adj
436	NSF Pymt
409	OCA Pymt-LB
007	OCA Pymt-LB 123111
408	OCA Pymt-USCB
836	OCA Rev-PB Juv Reimb
835	OCA-PB Juv Reimb
735	Susp Pymt
545	TOP TI (17.5%)
535	TOP TI (35%)
537	TOP TI (65%)
547	TOP TI (82.5%)
435	Walk-In Pymt

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-200332

DDCR 5039: Capture Electronic Signatures in the  
CalSAWS

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

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
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
03/23/2021	0.3	Added details to section 2.7.3.10.a.i.1 to update Date Signed in Signed in the Document Detail and Electronic Signature Document Detail pages  Added section 2.7.3.4 Canceled E-Signature Request details  Added section 2.7.3.5 Already Received E-Signature Request details  Added section 2.7.3.11 Undeliverable E-Signature Request text message details	Vallari Bathala
3/26/2021	0.4	Added security requirements on 'eSign' and 'View eSign' buttons	G. Limbrick
	1.3	Option for IVR type Electronic Signature moved to SCR CA-228257  Updated the display of 'Value' dropdown on Electronic Signature page	G. Limbrick

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# 1 OVERVIEW

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

## 1.1 Current Design

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

## 1.2 Requests

### 1.3 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 & the IVR e-Sign functionality will be added in CalSAWS with this SCR, the IVR portion of the functionality will be added with SCR CA-228257. 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 be available for Counties using the IVR solution that was migrated from C-IV, only, with SCR CA-228257).

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

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

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

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

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

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

## 1.4 Assumptions

1. Electronic Signatures via email will be implemented with SCR CA-223502.
2. IVR web services to interact with CalSAWS will be migrated from C-IV with SCR CA-207026 in the same or a prior release.
3. IVR functionality to complete the Electronic Signatures via the IVR will be implemented with SCR CA-228257.
4. The IVR Electronic Signature application will be available for the same hours as existing IVR applications.
5. The Electronic Signature IVR system will be available in English and Spanish only.
6. There will not be an IVR outbound campaign or reminder calls for expiring IVR Electronic Signatures.
7. IVR Reporting will be through CalSAWS Reports.
8. Reports to support Electronic Signatures will be created with SCR CA-223498.
9. The Electronic Signature indicator for the ARC 1/ARC 1A will be added with SCR **CA-49395**.
10. The Electronic Signature indicator for the CF 10 will be added with SCR **CA-216444**.
11. The Electronic Signature indicator for the CW 2219 will be added with SCR **CA-49617**.
12. The Electronic Signature indicator for the CMSP 202 will be added with SCR **CA-216515**.
13. The Electronic Signature indicator for the CMSP 203 will be added with SCR **CA-216495**.
14. The Electronic Signature indicator for the DPA 479 will be added with SCR **CA-205030**.
15. The Electronic Signature indicator for the CSF 139 (formerly the IVR 100) will be added with SCR **CA-216117**.
16. The Electronic Signature indicator for the MC 05 will be added with SCR **CA-216536**.
17. The Electronic Signature indicator for the MC 223 will be added with SCR **CA-216642**.
18. The Electronic Signature indicator for the TEXT 100 will be added with SCR **CA-216118**.
19. The Electronic Signature indicator for the CW 107 (formerly VER 103) will be added with SCR **CA-215148**.

20. The Electronic Signature indicator for the CW 106 (formerly the VER 106 CIV) will be added with SCR **CA-215146**.
21. The Electronic Signature indicator for the Medi-Cal Redetermination Packets will be updated with SCR **CA-216432**.
22. SCR **CA-224388** will update the attestation form generated from the Electronic Signature page.
23. 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)	
ElectronicSignatureRegistrationEdit	(to be removed)	
SecurityQuestionsEdit	(to be removed)	
ResetPINEdit	(to be removed)	

## 2. Security Groups

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

### 2.1.5 Page Mapping

Update page mapping with removed pages and fields.

## 2.2 Document Detail

### 2.2.1 Overview

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

## 2.2.2 Document Detail Mockup

### Document Detail

Reprint Locally eSign Edit Close

**Document Information**

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

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

Reprint Locally eSign Edit Close

Figure 2.2.2.1- Document Detail

### 2.2.3 Description of Changes

1. Update the 'Sign' button:
  - a. Re-label the button as: 'eSign'
  - b. Move the button (when displayed) to the pages main top and bottom button rows
  - c. Update the page logic to change when the 'eSign' button is displayed:
    - i. Show the button for forms able to be signed with e-Sign functionality (telephonically or electronically signable) according to the attached list of forms
    - d. Protect this button with the ElectronicSignatureEdit security right
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
  - c. Protect this button with the e-SignatureDocumentDetailView security right
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.

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.

## 2.3.2 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: \*

<b>Signature Method: *</b>	<b>Number of Signatures: *</b>	<b>Worker Name:</b>	<b>Worker ID:</b>
<input type="text" value="CW/CF e-Sign"/>	<input type="text" value="2"/>	Test Worker	19AS1919TF

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

Signature History				
<b>Peterson, Mei 42F</b>				
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
<b>Rogers, Reggie 15M</b>				
Date/Time	Signature Capture Type	Value	Status	Expiration Date
12/10/2020 03:13:05 PM	IVR	126464	Sent	12/13/2020

Figure 2.3.2.1 - Electronic Signature (Request Sent)

## Electronic Signature

\*- Indicates required fields

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

Language: \*

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

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

Figure 2.3.2.2 - Electronic Signature (Check to Sign)

### 2.3.3 Description of Changes

1. Update the instructions at the top of the page:
  - a. Add the required field indicator and required field instructions:  
“- Indicates required fields”
  - b. Update the existing instructions at the top of the page to:  
“Read all the information below very carefully. When you are done, press **Save** on the bottom to indicate that all the information provided on the application is accurate. You can still change the information on the application now.”
2. Add a 'Language' dropdown:
  - a. Add the Required Field indicator
  - b. Add options for generating the Telephonic Signature Declaration:
    - i. Blank/Empty (default)
    - ii. “English”
    - iii. “Spanish”
  - c. Add Validation to the Language dropdown: if the 'Generate Form' button is pressed and no language was selected, show a validation message as: “Please select a Language”

3. Add a 'Generate Form' button; this button will open the Telephonic Signature Declaration pdf form, in a new browser window, in the selected language.
4. Remove the 'Check to Sign' field label and checkbox.
5. Add a 'Signature Method' dropdown with a required field indicator:
  - a. Add options for the completing the Electronic Signature:
    - i. "-Select-": (default)
    - ii. "Check to Sign": This option allows the worker to sign the document on behalf of the customer(s)
    - iii. "CW/CF e-Sign": This option allows the worker to send a Request for a signature to the customer(s)
6. Remove the 'Person' dropdown.
7. Remove the 'User Name' field.
8. Remove the 'PIN' field.
9. Add a 'Number of Signatures' dropdown:
  - a. The dropdown contains the number of signatures required to complete the Electronic Signature:
    - i. The worker may select either "1" or "2" depending on the signature requirement for the document
    - ii. Default the dropdown to "1"
  - b. Add logic so the changing the value will alter the number of rows available for signatures in the Person table (described below)
    - i. If the user attempts to change the value from "2" to "1" while a customer is selected for both rows, both rows will remain
    - ii. If both rows still have a person selected, upon saving, display a validation message as: "The number of signatures must match the number of people selected."
10. Add a 'Worker Name' field and field label; populate this field with the name of the worker saving the Electronic Signature.
11. Add a 'Worker Id' field; populate this field with the id of the worker saving the Electronic Signature.

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

12. Add a Person table with the following headers:
  - a. CHECKBOX: Add a checkbox for selecting a row for removal
    - i. Display this checkbox column only for saved records where "CW/CF e-sign" was selected in the 'Signature Method' dropdown
  - b. 'Person'; add the required field indicator:
    - i. If the person has a status of "Not Sent", this field will show a dropdown. If the status is "Sent", "Expired", or "Received", the field will show as static text

- ii. If the user selects "2" in the 'Number of Signatures' field and a person is selected in one row, the person will not be available in the dropdown for the other row; add all other persons on the case as selectable options formatted as: {LAST} ", "{First}" "{Age}{Abbreviated\_Sex} i.e. "Doe, John 25M"
- c. 'Date of Birth': Populate this field with the date of birth of the related person
- d. 'Check to Sign': Show a checkbox to indicate that a signature is present for the person; only display this column when 'Check to Sign' is selected in the 'Signature Method' drop down
- e. 'Signature Capture Type': add the Required Field indicator:
  - i. For an unsaved record: show this field as a dropdown with the following values to indicate the method to gather the customer's signature:
    1. "-Select-" (default)
    2. "Text"
    3. "IVR"; show this option only for Counties using the IVR solution that was migrated from C-IV
  - ii. For a previously saved record: populate the field with the most recent Signature Capture Type sent or when there are multiple Requests sent for the customer and a signature was received, populate with the type that the customer responded to
  - iii. Only display this column when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown
- f. 'Value':
  - i. If "Text" is selected in the 'Signature Capture Type' dropdown: Show a dropdown with the customers contact phone numbers in the following format: "<Phone Type> – (XXX) XXX-XXXX"
  - ii. When 'IVR' is selected for 'Signature Capture Type', after saving the page, populate this field with a 6-digit Capture Code generated by the CalSAWS system from a sequence of unique numbers. Starting with the implementation of SCR CA-228257 (see Assumptions section), 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.
  - 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 Canceled
  - 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 section 2.7 Real Time Text Message Request for eSignature)
  - iii. Add a record to the Customer Contact History page when a signature Request is sent
    - 1. The 'Date/Time' will be when the Request was sent to the customer. Clicking on this link will navigate the user to the Contact Detail page
    - 2. The 'Name' will be the Customer that the Request was sent to
    - 3. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature)
    - 4. The 'Reason' will be "Request for Electronic Signature"
16. Add the 'Signature History' panel.
- a. Display this panel only when "CW/CF e-Sign" is selected in the 'Signature Method' dropdown. This panel is collapsible and is collapsed by default
  - b. Add a separate history section for each person who has had an initial signature Request sent
    - i. Label each section with the Person information: formatted as: {LAST}", "{First}" "{Age}{Abbreviated\_Sex} i.e. "Doe, John 25M"
    - ii. Add a table to each section with the following headers:
      - 1. 'Date/Time': Display the date and time an action has occurred
      - 2. 'Signature Capture Type': Display the method used to collect the signature
      - 3. 'Value': Populate this field with the Value as defined for the Person table
      - 4. 'Status': the status of the signature Request
        - a. The "Sent" status displays when a signature Request is sent to the customer
        - b. The "Sending Error" status displays when the system failed to send the Text Message to the customer
        - c. The "Expired" status displays when the signature Request for the customer has expired
        - d. The "Received" status displays when the signature Request has been received and validated
        - e. The "Canceled" status displays if the worker cancels a customer's signature Request
      - 5. 'Expiration Date': Display the expiration date of the Request. This value will be three days after the signature Request is sent
17. Add the following validation messages:

- a. If the Signature Method is "Check to Sign" and any selected customer has an empty checkbox in the Check to Sign column, display the following validation message: "Check to Sign – Please click the checkbox to sign."
  - b. If the value in the Number of Signatures field does not match the number of customers selected, display the following validation message: "Number of Signatures – The number of signatures must match the number of people selected."
  - c. If the Signature Capture Type is "Text" and a text message could not be sent to the phone number displayed in the Value field, display the following validation message: "Value – The phone number selected could not receive the requested text message."
  - d. If the Signature Capture Type is "Text" and there is not a corresponding Value, display the following validation message: "Value – There is no Value for the selected Signature Capture Type."
  - e. If the Signature Capture Type is "IVR" and there is no Date of Birth, display the following validation message: "Date of Birth – This field is required for a Signature Capture Type of E-mail or IVR."
18. Create an auto journal when requesting verification by the Worker, and if more than one Request is sent, create a journal entry for each customer.
- a. Category – All
  - b. Type – Narrative
  - c. Short Description – Electronic Signature Request Sent.
  - d. Long Description – A signature request has been generated for {Person Name} to complete the eSignature for a {Document Name}. {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 Canceled.
  - 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

SECTION REMOVED PENDING SCR CA-228257 (See Assumptions section)

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

Task Information	
<b>Task Type: *</b> Absent Parent	<b>Task Sub-Type:</b> Absent Parent I
<b>Due Date:</b> Default Due Date	<b>Default Due Date:</b> 30 day
<b>Initial Assignment:</b> Default Assignment	<b>Default Assignment:</b> Current Program Worker
<b>Long Description:</b> 180-Day Emergency Caregiver Good Cause end date set to expire {Calculated Good Cause End Date}. The Good Cause End Date was calculated to be 180 Days from the License Begin Date {License Begin Date}. Please review eligibility.	

Edit Close

Figure 2.6.2.1 - Automated Action Detail - Reference

## 2.6.3 Description of Change

Add the following Automated Actions to the CalSAWS System.

Each Automated Action is currently available within the C-IV System allowing C-IV counties to configure specifics of each Automated Action until cutover into CalSAWS. The conversion processes at cutover will bring over any specific configurations for the C-IV counties. This enhancement will stage the Automated Actions for all 58 CalSAWS counties. For Los Angeles and the CalWIN counties, the below Automated Actions will be configured with an initial status of Inactive and a blank Task Type. Should one of these counties activate one of the following Automated Actions, the Automated Action Detail page validation will confirm that a Task Type is selected by the user at that time.

1. Electronic Signature Request Expired: Review

- a. Action Information
  - i. Name: Electronic Signature Request Expired: Review
  - ii. Type: Create Task
  - iii. Status: Inactive
  - iv. Program(s): CF, CW
  - v. Run Date: Daily (Mon-Sat)
  - vi. Source: Batch
  - vii. Scenario: An Electronic Signature Request has expired.
  
- b. Task Information
  - i. Task Type: null
  - ii. Task Sub-Type: N/A
  - iii. Due Date: Default Due Date
  - iv. Default Due Date: 3 days
  - v. Initial Assignment: Default Assignment
  - vi. Default Assignment: The Worker who requested the Electronic Signature
  - vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} has expired on {Expiration Date}. Please review the case information.

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

2. Electronic Signature Request Undeliverable: Review

- a. Action Information
  - i. Name: Electronic Signature Request Undeliverable: Review
  - ii. Type: Create Task
  - iii. Status: Inactive
  - iv. Program(s): CF, CW
  - v. Run Date: Daily (Mon-Sat)
  - vi. Source: Batch
  - vii. Scenario: An Electronic Signature Request is undeliverable.
  
- b. Task Information
  - i. Task Type: null
  - ii. Task Sub-Type: N/A
  - iii. Due Date: Default Due Date
  - iv. Default Due Date: 3 days
  - v. Initial Assignment: Default Assignment

- vi. Default Assignment: The Worker who requested the Electronic Signature
- vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} is undeliverable. Please review the case information.

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

### 3. Electronic Signature Received: Review

- a. Action Information
  - i. Name: Electronic Signature Received: Review
  - ii. Type: Create Task
  - iii. Status: Inactive
  - iv. Program(s): CF, CW
  - v. Run Date: Real Time
  - vi. Source: Online
  - vii. Scenario: The customer has successfully verified an Electronic Signature Request.
- b. Task Information
  - i. Task Type: null
  - ii. Task Sub-Type: N/A
  - iii. Due Date: Default Due Date
  - iv. Default Due Date: 3 days
  - v. Initial Assignment: Default Assignment
  - vi. Default Assignment: The Worker who requested the Electronic Signature
  - vii. Long Description: The electronic signature request for the {Document Number} provided via {Request Type} for {Person Name} on case {Case Number} was received. Please review the case information.

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

- 4. Add a new Automated Action for each text message listed in the Supporting Document.
  - a. The 'Type' field will be "Text Outreach".

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

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

### **2.7.1 Overview**

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

## 2.7.2 Text Message Flow Mockups

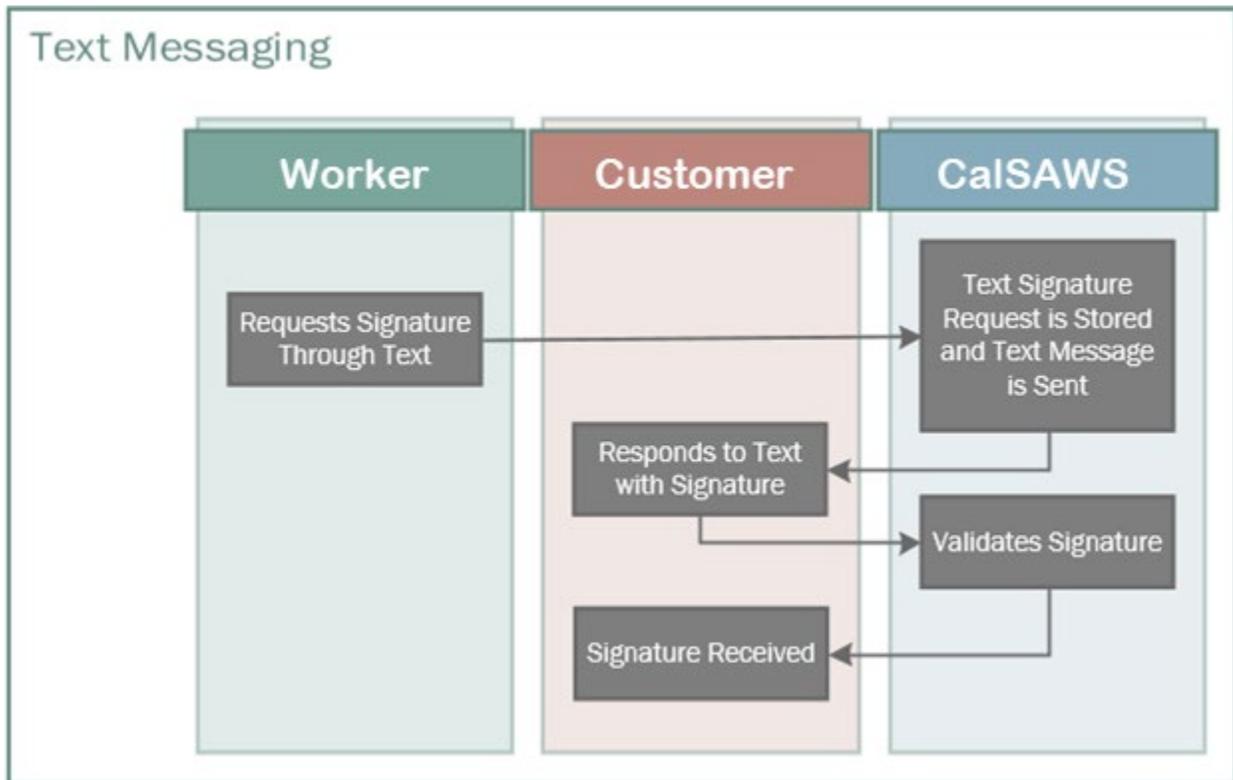


Figure 2.7.2.1 - Text Messaging Flow

## 2.7.3 Description of Changes

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

7. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
  - a. Active Domestic Violence Case Flag
  - b. Confidential Case type of Domestic Violence
8. For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
  - a. Use (866) 613-3777 if the customer is in Los Angeles County.
  - b. Use (844) 859-2100 for all other counties.
9. E-Signature Request message details
  - a. When "Text" is chosen as the 'Signature Capture Type' and the E-signature record is saved, send a text message to the customer containing a Capture Code
  - b. Generate a random 4-digit number sequence (Capture Code) and append it to the message.
  - c. This Capture Code and the phone number it was sent to should be saved so that it can be compared to the response from the user.
10. Response to CC#### message details
  - a. When the system receives a message starting with 'CC'
    - i. Compare the code (4 digits following CC) in the message and the phone number it was sent from with the list of saved E-signature Requests above.
      1. If a match is found and the E-Signature status is "Sent" or "Incorrect Response"
        - a. Update status to "Received"
        - b. If multiple E-signature requests were sent for the same document, update status to "Already Received" for all other e-sign detail records for the same person with status of "Sent", "Not Sent", "Incorrect Response"
        - c. Set the "E-signature complete" indicator if signatures from all are received
        - d. Respond to the user with the Response to valid CC#### message
        - e. Create Task - Electronic Signature Request Received: Review (See section 2.6.3.3)
        - f. Add a new record to Customer Contact History with a Reason "E-signature complete"
        - g. Create Journal - Electronic Signature Request Successful Verification (See section 2.3.3.19)
      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"
- 4. If found and the E-signature status is "Canceled"
  - a. Respond to the user with the Response to E-signature no longer required CC#### message
  - b. Add a new record to Customer Contact History with a Reason "Canceled"
- 5. If found and the E-signature status is "Already Received"
  - a. Respond to the user with the Response to E-signature no longer required CC#### message
  - b. Add a new record to Customer Contact History with a Reason "Already Received"
- 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.

11. Undeliverable E-Signature Request text message details: if message is unsuccessful

- a. Update status to Sending Error
- b. Create Task - Electronic Signature Request Undeliverable: Review (See section 2.6.3.2)
- c. Create Journal - Electronic Signature Request Undeliverable (See section 2.3.3.22)

d. Add a new record to the Customer Contact History page

#### **2.7.4 Execution Frequency**

Real-Time (During Business Hours)

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

#### **2.7.6 Counties Impacted**

All Counties

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

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

N/A

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

#### **2.8.1 Overview**

Currently there exists a job in C-IV which send Reminder texts to the customer if the E-Signature process is not complete Batch Job PB00Y909 sets the Electronic Signature record's status to "Expired" when the expiration date has elapsed and assigns a new task to the worker who generated the signature Request. Update the CalSAWS system to send batch text messages based on criteria described in the Supporting Document: CA – 200332 DDCR 5039 Text Message Details.xlsx. A record must also be added to the Customer Contact History page for every Request sent to and received from the Customer.

#### **2.8.2 Description of Change**

1. Create a batch sweeps to gather the target populations for E-Signature not complete to send text messages to. This will be based on the criteria described in the Supporting Document for each Batch text message.
2. Create a batch job(s) to send messages for incomplete E-Signature as described in the Supporting Document.  
NOTE: Certain jobs may need to be split into multiple thread jobs depending on the size of the target population.
3. Text messages will be sent for a County only if they have an "Active" status as indicated on the Automated Actions page.

4. Text messages will be sent in Spanish if the person's Written Language preference is "Spanish", otherwise send the text message in English for all other written languages.
5. All text messages are sent to customers that have Opted-in to text messaging and have a Text Message status of "Verified".
6. For text messages that have a <Phone Number> parameter in the message, use the number below based on the County of the customer's case:
  - a. Use (866) 613-3777 if the customer is in Los Angeles County
  - b. Use (844) 859-2100 for all other counties
7. Text messages will not be sent for Domestic Violence cases, indicated by either of the following:
  - a. Active Domestic Violence Case Flag
  - b. Confidential Case type of Domestic Violence
8. All batch text messages will be sent during normal business hours (8:00 AM to 6:00 PM).
9. When a Reminder for an incomplete E-Signature Request is sent to the customer, a record will be viewable on the Customer Contact History page:
  - a. The 'Date/Time' will be when the Request/Reminder for a Signature was sent to the customer, or the Signature was Received from the user. Clicking on this link will navigate the user to the Contact Detail page
  - b. The 'Name' will be the Customer that the Request or Reminder for a Signature was sent to, or the Signature was Received from
  - c. The 'Type' will be "Text" (the Signature Capture Type that was used to gather the Signature)
  - d. The 'Reason' will be the Contact History Reason as listed in the Supporting Document
10. Migrate Batch sweep job PB00A138 to CalSAWS
  - a. The batch job sets the Electronic Signature record's status to "Expired"
  - b. The batch job finds all signature records in which the 'Expiration Date' field from the Electronic Signature page is prior to or equal to the Batch Date and the record is not already in the following statuses (Appendix 7.1 E-Signature Record Status):
    - i. "Sent"
    - ii. "Incorrect Response"
  - c. Each record in the above list is updated to have a new status of "Expired"
  - d. Create a new automated task for the worker who sent the Signature Request that has expired, using the Automated Action details specified in recommendation section 2.6 Automated Actions.  
 Note: This task will be associated with any applicable CF and CW program in which the person is associated, regardless of the current program status.

- e. Create an auto journal for the expired Signature Request (See 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.xlsx

## 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

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### 5.1 E-Signature Record Status

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

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-214904

DDID 2228

Task Management

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Mayuri Srinivas, Justin Dobbs
	Reviewed By	Justin Dobbs

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
12/28/2020	1.0	Initial Revision	Mayuri Srinivas
3/10/2021	1.1	Content Revision #1 <ul style="list-style-type: none"> <li>Updated 7.1 Batch Processes Section</li> </ul>	Mayuri Srinivas

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# 1 OVERVIEW

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This design outlines modifications to the CalSAWS System that will allow configuration of an Automated Action to create and maintain Tasks associated to a Customer Appointment.

## 1.1 Current Design

The CalSAWS System includes functionality to create and maintain Customer Appointments. The CalSAWS System also includes functionality allowing users to configure Task creation attributes via the Automated Action pages.

## 1.2 Requests

Update Customer Appointment functionality in the CalSAWS system to create associated Tasks when an appointment is created. Resulting Tasks will be assigned to the same worker assigned to the appointment. The Long Description of the Task will include general appointment information. When an appointment or Task is reassigned, the corresponding Task or appointment will also be reassigned.

## 1.3 Overview of Recommendations

1. Add a configurable Automated Action that will trigger to create a Task based on Customer Appointment creation or assignment modification. The resulting Task Long Description will include general appointment information.
2. Add processing to maintain Customer Appointment Task information when a Customer Appointment is modified. This processing will maintain Task assignments based on changes to appointment assignments/reassignments.

## 1.4 Assumptions

1. Customer Appointments cannot be deleted.
2. If a Task that is associated to a Customer Appointment is Completed, Voided or Expired, there will be no updates or interaction with the Customer Appointment.
3. Once a Customer Appointment becomes Completed or Cancelled and any associated Tasks are Completed or Voided, the Task Status will not change.
4. Customer Appointment creation logic via online pages or batch processing will not be modified other than invoking the new Automated Action as described in Section 2.2.
5. Counties will create corresponding Tasks as necessary via API for Customer Appointments created via API.
6. Batch processes referenced in Appendix 7.1 will not be updated beyond triggering the Automated Action described in Section 2.2.
7. CalSAWS System Customer Appointment functionality allows one or more workers to be associated to an appointment.

## 2 RECOMMENDATIONS

### 2.1 Automated Action Detail Page

#### 2.1.1 Overview

The Automated Action Detail page is accessible from the Automated Action List page. This section will outline the specifics of the Automated Action that will allow counties to enable and configure attributes for a Task that will be logged when a Customer Appointment is created, or assignment information is modified.

#### 2.1.2 Automated Action Detail Page Reference Example

### Automated Action Detail

[Edit](#) [Close](#)

<b>Action Information</b>		
<b>Name:</b> Customer Appointment: Scheduled	<b>Type:</b> Create Task	<b>Status: *</b> Inactive
<b>Program(s):</b> All Programs	<b>Run Date:</b> Daily/Monthly or Real Time	<b>Source:</b> Batch/Online
<b>Scenario:</b> A Customer Appointment has been created or assignment has been modified.		

---

<b>Task Information</b>	
<b>Task Type: *</b>	
<b>Due Date:</b> Default Due Date	<b>Default Due Date:</b> Customer Appointment Date
<b>Initial Assignment:</b> Default Assignment	<b>Default Assignment:</b> Customer Appointment Worker
<b>Long Description:</b> Case {case number} has a {category} appointment at {office} on {date} at {time}.	

[Edit](#) [Close](#)

Figure 2.1.2-1 – Automated Action Detail Page Reference Example

#### 2.1.3 Description of Changes

1. Introduce the following Automated Action that will be triggered when a Customer Appointment is created. This Automated Action will be configured for each of the 58 counties.

The Automated Action Status will initially be Inactive with a blank Task Type and Task Sub-Type. This is because each county can set a custom Task Type for the Automated Action. If a county decides to activate the Automated Action, the page validation will require that the county also select a Task Type to be used. Reference DDID 34 (CA-214928) for specifics of the Task Type pages.

a. Action Information

- i. Name: Customer Appointment: Scheduled
- ii. Type: Create Task
- iii. Status: Inactive
- iv. Program(s): All Programs
- v. Run Date: Daily/Monthly or Real Time
- vi. Source: Batch/Online
- vii. Scenario: A Customer Appointment has been created or assignment has been modified.

b. Task Information

- i. Task Type: BLANK
- ii. Task Sub-Type: BLANK
- iii. Due Date: Default Due Date
- iv. Default Due Date: Customer Appointment Date
- v. Initial Assignment: Default Assignment
- vi. Default Assignment: Customer Appointment Worker
- vii. Long Description: Case {case number} has a {category} appointment at {office} on {date} at {time}.

Long Description Example: Case 1234567 has a Re-Evaluation Interview appointment at Main Office on 4/1/2021 at 1:30 pm.

2. Modify the Automated Action Detail page to restrict editing of the Initial Assignment field for this Automated Action. The requirement is that resulting Tasks will be assigned to the same Worker associated to the Customer Appointment, so this field will not allow alternative assignment configurations for this Automated Action.

#### 2.1.4 Page Location

- **Global:** Tools
- **Local:** Admin
- **Task:** Automated Actions > Task Admin
  - Click on a hyperlink of the desired result displayed in the Automated Actions Search to navigate to the Automated Action Detail page.

### **2.1.5 Security Updates**

N/A – Existing security for the Automated Action pages will grant access to view and edit the Automated Action.

### **2.1.6 Page Mapping**

N/A.

### **2.1.7 Page Usage/Data Volume Impacts**

N/A.

## 2.2 Customer Appointment/Task Processing

### 2.2.1 Overview

If a Task is created for a worker through the Automated Action in Section 2.1, the Task will have a direct association to the Customer Appointment. From this point forward Task reassignment actions will attempt to keep the Customer Appointment assignment in synch. Similarly, Customer Appointment reassignments will maintain associated Task assignments as described in this section. Task creation and subsequent processing of edits is described in this section.

### 2.2.2 Description of Change

The below recommendations speak to processing that will occur in specific scenarios such as appointment creation, assignment/reassignment, and Task reassignment.

In the scenarios below where a Task is assigned based on creation or modification of a Customer Appointment assignment, the Task Category configuration of the Workers Position will not be evaluated to confirm that the Worker can receive the Task. This is necessary to avoid the scenario in which the county has activated the Automated Action, and during Task creation, the processing determines that the assigned Worker cannot receive the Category of the Task Type meaning the worker will not receive the Task.

Task creation will only be evaluated at the time a Customer Appointment is created or the assignment information is modified.

#### 1. Process Task Creation at Customer Appointment Creation

When a Customer Appointment is created via intake processing, activity creation, the Customer Appointment Detail page or by a batch process (reference Appendix 7.1), the Automated Action described in Section 2.1, if activated for the county, will be invoked to process the creation of a Task for each Worker associated to the Customer Appointment. If a Customer Appointment is associated to a single Worker, a single Task will be created. If a Customer Appointment is associated to two or more Workers, one Task assigned to each Worker will be created. The Assign to Program Worker attribute of the Task will be set to 'No'.

The Automated Action Default Due Date value of "Customer Appointment Date" will set the Task Due date to be the same day that the Customer Appointment is scheduled on. Subsequent Customer Appointment date modifications will not modify the Task Due Date.

**Technical:** Resulting Tasks will NOT be associated directly to a specific Program in the TASK\_PGM table as Customer Appointments are not associated directly to a specific program.

## 2. Process Customer Appointment Assignments

A Customer Appointment can be associated to one or more Workers, but at a minimum, the appointment must be associated to one Worker. Reassigning a Customer Appointment is not accomplished by updating a single assigned Worker field from one Worker to another. Reassignment occurs by removing and/or adding a Worker to the Customer Appointment.



**Figure 2.2.2-1 – Customer Appointment Detail – Workers Panel Example**

Example 1: If a Customer Appointment to be reassigned is associated to a single Worker (Worker A), Worker A will be removed, and a new Worker (Worker B) will be added to the Customer Appointment. These actions effectively reassign the Customer Appointment from Worker A to Worker B.

Example 2: If a Customer Appointment is associated to a single Worker (Worker A), a second Worker (Worker B) may be added to the Customer Appointment. The result of this action is that both Worker A and Worker B are associated to the Customer Appointment.

Given the above examples and assignment functionality of Customer Appointments, Tasks related to the Customer Appointment will be processed as follows:

- a. If a Worker is removed from a Customer Appointment and a Task is associated to the Customer Appointment and Worker with a Status of "Assigned", the Task Status will be updated to "Void". The Task is no longer valid for this worker as they have been removed from the Customer Appointment.
- b. If a Worker is added to a Customer Appointment, either during Customer Appointment creation or by editing the Customer Appointment to add additional Workers later, the Automated

Action described in Section 2.1 will be invoked to create an appropriate Task for each of the Worker(s) being added to the Customer Appointment. The Assign to Program Worker attribute of each Task will be set to 'No'.

The Automated Action Default Due Date value of "Customer Appointment Date" will set the Task Due date to be the same day that the Customer Appointment is scheduled on. Subsequent Customer Appointment date modifications will not modify the Task Due Date.

**Technical:** Resulting Tasks will NOT be associated directly to a specific Program in the TASK\_PGM table as Customer Appointments are not associated directly to a specific program.

### 3. Process Reassignments of Tasks associated to a Customer Appointment

Tasks created by the Automated Action described in Section 2.1 will be directly associated to a Customer Appointment and assigned to a Worker on the Customer Appointment. If these Tasks are reassigned to another Worker, the appropriate Worker on the Customer Appointment will also be adjusted to be the same Worker that the Task is being reassigned to.

Example: A Customer Appointment is created and associated to Worker A. The creation of the Customer Appointment invoked the Automated Action described in Section 2.1 to create a Customer Appointment Task assigned to Worker A. If this Task is reassigned to Worker B, Worker A on the Customer Appointment will be updated to Worker B.

If a Customer Appointment Task is reassigned to a Bank, the Customer Appointment assignment cannot follow this reassignment because only Tasks can be assigned to Banks. In this instance, the original Worker will remain associated to the Customer Appointment because an appointment requires a Worker association. In this instance, if this Task is later reassigned from the Bank to a new Worker, the Worker of the Customer Appointment that the Task is associated to will be updated to reflect the newly assigned Worker to the Task.

Tasks can be reassigned via the following online pages, and will invoke the above Customer Appointment assignment logic:

- Worklist
- Task Reassignment Detail (including the supporting batch processes)
- Pop Up – Task Search (including Get Next functionality)
- Pop Up – Task Detail

#### 4. Process Customer Appointment Modifications

- a. Recommendation 2.2.2.2 describes processing related to Customer Appointment assignment modifications. A Customer Appointment may be modified without changing Worker assignment information. For example, attributes such as the location and appointment time can be modified. In this instance, the Long Description of all Tasks related to the Customer appointment will be updated to append an updated Long Description as defined in Recommendation 2.1.3.b.vii. This Long Description will be preceded with "Customer Appointment Updated on mm/dd/yyyy: ".

##### Example:

A Counselor Meeting Customer Appointment is set up for Bob Jones on Case 1234567 at the "Main Office" with an appointment date/time of 4/1/2021 at 1:30 pm, the resulting Task Long Description will read:

Case 1234567 has a Counselor Meeting appointment at Main Office on 4/1/2021 at 1:30 pm.

If the Customer Appointment is modified on 2/1/2021 to be scheduled at the "Secondary Office" on 4/16/2021 at 3:30 pm, the updated Long Description will be appended to the Task Long Description resulting in the following Long Description:

Case 1234567 has a Counselor Meeting appointment at Main Office on 4/1/2021 at 1:30 pm.

Customer Appointment Updated on 2/1/2021:

Case 1234567 has a Counselor Meeting appointment at Secondary Office on 4/16/2021 at 3:30 pm.

Note: The action of appending the updated Long Description information is not controlled by or related to the Task Append functionality defined in SCR CA-214913. This is a system action that will occur if a Customer Appointment is edited and one or more of the following fields are edited on the Customer Appointment Detail page:

- Office
- Begin Date
- Begin Time

- b. If a Customer Appointment Status is updated to be 'Completed' or 'Showed', update the Status of all Tasks associated to the Customer Appointment to be 'Completed'.
- c. If a Customer Appointment Status is updated to be 'Cancelled', update the Status of all Tasks associated to the Customer Appointment to be 'Void'.

Note: If a Customer Appointment is updated to one of the additional statuses not mentioned above such as Scheduled or Rescheduled and a Task is associated to the appointment, Task information or Task Status will not be modified.

### 3 SUPPORTING DOCUMENTS

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N/A

## 4 REQUIREMENTS

---

### 4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
3378	The CONTRACTOR shall update the Appointment Management solution to create a task whenever an appointment is created. The task should be assigned to the same worker to whom the appointment is assigned, and the description should include the basic appointment information. When the appointment or the task is reassigned, then the corresponding task or appointment is reassigned as well. This functionality must be configurable by county administrators.	- Appointments that are reassigned via the Appointment API will also result in task reassignment if the county has elected to use this functionality.	This enhancement introduces modifications allowing a county to opt into Task creation at both the creation and reassignment of Customer Appointments. Similarly, Tasks associated to a Customer Appointment that are reassigned will adjust the Customer Appointment assignments as needed.

## 5 MIGRATION IMPACTS

---

N/A

## 6 OUTREACH

---

N/A

## 7 APPENDIX

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### 7.1 Customer Appointment Batch Processes

Customer Appointment creation during batch processing included in the following batch processes. Note: Some of the following processes are appointment specific and some of them have a primary process that may result in appointment creation.

Batch Job Number	Description
PB00C898	Schedules a Non-Compliance appointment for persons whose WTW/REP program status is Non-Compliant.
PB19C899	Schedules WTW/REP appointments for persons Active in a WTW/REP program whose current activity is ending within 10 calendar days.
PB19C902	Schedules Recertification/Redetermination appointments for CW and CF cases with a RE coming due in the following month.
PB19C903	Schedules SSI advocacy mandatory appointments for eligible GR participants.
PB19C904	Schedules SSI 2 <sup>nd</sup> advocacy appointments for eligible GR participants who missed the SSI advocacy mandatory appointment.
PB19C905	Schedules GROW case manager appointments for eligible GROW participants.
PB19C906	Schedules SSIAP NSA appointments for eligible GR participants who are NSA and have missed the SSI 2 <sup>nd</sup> advocacy appointment.
PB19C909	Schedules Recertification/Redetermination appointments for CW and CF cases with a RE coming due in the following month. This batch job processes cases for which an appointment was not scheduled by the recertification appointments day 1 batch job.
PB19M115	Schedules appraisal appointments for programs in the unassigned pool.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-214917

DDID 2254, 2504, 2245

Task Mgt

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Mayuri Srinivas, Justin Dobbs
	Reviewed By	Justin Dobbs

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
09/22/2020	1.0	Version 1	Mayuri Srinivas
1/18/2020	1.1	Content Revision #1 <ul style="list-style-type: none"> <li>Updated 2.2.2.1, 2.2.2.2, 2.2.2.3, and 2.2.2.4 Mockups</li> <li>Updated 2.4.2.1 and 2.4.2.2 Mockups</li> <li>Changed 2.2.3.2.b and 2.2.3.2.c sections</li> <li>Changed order of statuses in section 2.4.3.1.b</li> </ul>	Mayuri Srinivas
4/8/2021	1.2	Content Revision #2 <ul style="list-style-type: none"> <li>Update to include requirements and appropriate titles for DDID 2245</li> <li>Updated 2.3.4.1 Validation message</li> </ul>	Mayuri Srinivas

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# 1 OVERVIEW

---

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

## 1.1 Current Design

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

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

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

## 1.2 Requests

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

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

## 1.3 Overview of Recommendations

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

## 1.4 Assumptions

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

## 2 RECOMMENDATIONS

---

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

### 2.1 Document Routing Rule List Page

#### 2.1.1 Overview

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

#### 2.1.2 Document Routing Rule List Page Mockup

<b>Admin</b>
Flag
County Announcement
County Authorizations
County Benefit Issuance Thresholds
County Security Roles
▼ Automated Actions
Document Routing
MEDS Alert Admin
Task Admin
Audit
Oversight Agency Staff
Correspondence
Campaign
▼ Tasks
Task Reassignment
Task Types

Figure 2.1.2.1 – Document Routing Rule List Page Task Navigation Mockup

## Document Routing Rule List

▼ Refine Your Search Search

**Name:**  **Status:**

**Document Type:**  **Form:**

Results per Page:  Search

---

**Search Results Summary** Results 1 - 3 of 3

Add Document Routing Rule

Name	Forms	Status
<input type="checkbox"/> <a href="#">Intake</a>	IMG 217: AAP Application, MC 371: Additional Family Members Requesting MC ...	Active <span>Edit</span>
<input type="checkbox"/> <a href="#">Verifications and Customer Statements</a>	PA 853-1: Affidavit Document US Citizen, ID, Birth, DHCS 0003: Affidavit Effort to Get Proof of Citizen ...	Active <span>Edit</span>
<input type="checkbox"/> <a href="#">My Fav Cal-Learn Forms</a>	IMG 232: Cal-Learn Agreement, IMG 233: CF - Cal-Learn Assessment ...	Active <span>Edit</span>

Remove Add Document Routing Rule

Figure 2.1.2.2 – Document Routing Rule List Page Mockup

**Search Results Summary** Results 1 - 3 of 3

Add Document Routing Rule

Name	Forms	Status
<input type="checkbox"/> <a href="#">Intake</a>	IMG 217: AAP Application, MC 371: Additional Family Members Requesting MC ...	Active <span>Edit</span>
<input type="checkbox"/> <a href="#">Verifications and Customer Statements</a>	PA 853-1: Affidavit Document US Citizen, ID, Birth, DHCS 0003: Affidavit Effort to Get Proof of Citizen ...	Active <span>Edit</span>
<input type="checkbox"/> <a href="#">My Fav C</a>	Forms: PA 853-1: Affidavit Document US Citizen, ID, Birth, DHCS 0003: Affidavit Effort to Get Proof of Citizen ...	

Remove Add Document Routing Rule

Figure 2.1.2.3 – Document Routing Rule List Page Tool Tip Feature

### 2.1.3 Description of Changes

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

#### 1. Refine Your Search

This is an expandable section toward the top of the page that displays parameters which can be used to filter the Document Routing Rules displayed on the page. This section will be collapsed on initial load.

a. **BUTTON:** Search – This button will refresh the information on the page based on the search parameter values. If this button is clicked without filling in any parameters, all Document Routing Rules results will display. If this button is clicked and no Document Routing Rules satisfy the search criteria, a “No Data Found” message displays in the Search Results Summary Section.

b. Name – A text field which will filter Document Routing Rule results if the Name of the Document Routing Rule includes the text within this field.

Example: If a “Person Verification” Document Routing Rule exists, searching with any of the following text strings in the Name field will return the “Person Verification” Document Routing Rule in the results:

- “PER”
- “person verification”
- “verification”
- “Person Verification”

c. Status – A dropdown field that will search for Document Routing Rules with a specific Status. The dropdown list will display the following options (in the listed order):

- i. Active
- ii. Inactive

d. Document Type – A dropdown that will search for Document Routing Rules that contain a specific Document Type. If a Document Routing Rule includes the selected Document Type, the Document Routing Rule will display in the Search Results Summary. This dropdown list will include all available Document Types in alphabetical order.

**Technical:** This listing will be implemented based on the CalSAWS Imaging Type Code Category table.

e. Form – This field allows searching of Document Routing Rules that contain a specific form. The text field will auto complete available results and display them in a dropdown list as the User enters text. Case does not matter when retrieving matching results. Results displayed in the dropdown list will be formatted as “<Form Number>: <Form Name>”. This format allows a User to search for a form by either a Form Number or Form Name. Document Routing Rules that contain the specific form will display in the Search Results Summary.

- i. Example: If a Form Number and Name of “IMG 520: Drivers License” exists, searching with any of the following text strings in the Form field will display the form in the auto complete available results:

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

## 2. Search Results Summary

This section will be displayed when there is at least one Document Routing Rule record found. The results will be paginated with 25 results per page. Initial load of the page will display all Document Routing Rules for the county. Results will be ordered by 'Name' and 'Status'. Each of the result columns are sortable.

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

## 2.1.4 Page Validation

N/A

## 2.1.5 Page Location

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

## 2.1.6 Security Updates

### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
DocumentRoutingRuleView	Document Routing Rule List; Document Routing Rule Detail;	<ul style="list-style-type: none"><li>• Document Routing Rule View</li><li>• Document Routing Rule Edit</li></ul>
DocumentRoutingRuleEdit	Document Routing Rule List; Document Routing Rule Detail;	<ul style="list-style-type: none"><li>• Document Routing Rule Edit</li></ul>

### 2. Security Groups

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

## 2.1.7 Page Mapping

Implement page mapping for the Document Routing Rule List page.

## 2.1.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.2 Document Routing Rule Detail Page

### 2.2.1 Overview

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

## 2.2.2 Document Routing Rule Detail Mockups

### Document Routing Rule Detail

\*- Indicates required fields

Save And Return
Cancel

**Name: \***  **Status:** Inactive

**Created By:**  
Mayuri Srinivas

**Notes:**

---

**Document Type(s)**

Name
<input type="checkbox"/> CalFresh (CF)
<input type="checkbox"/> TNB/SNB

Add

Remove

---

**Additional Form(s)**

Number	Name
<input type="checkbox"/> SAR 7/SAR 2	SAR/Reporting Changes For Cash Aid/CF

Add

Remove

---

**Task Information**

**Task Type: \*** Task Type B **Task Sub-Type:** Sub-Type 2

**Due Date:** After Number of Calendar Days **Number of Calendar Days: \***

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

**Assignment Type:**  
 Program Based Rule(s)     Specific Bank

---

**Program(s) \***

Program	Program Status	Distribution Type	Worker	Bank
<input type="checkbox"/> CalFresh		Office Distribution		
<input type="checkbox"/> Welfare to Work	Active	Program Worker and/or Bank	Most Recent Worker Within 30 Days	19DC000100BK

Add

Remove

---

**Additional Options**

Suppress task for upcoming customer appointment

Suppress task for scanning worker

Save and Return
Cancel

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

## Document Routing Rule Detail

\*- Indicates required fields

**Name: \*** 
**Status:**

**Created By:**  
 Mayuri Srinivas

**Notes:**

**Document Type(s)**

Name
<input type="checkbox"/> CalFresh (CF)
<input type="checkbox"/> TNB/SNB

**Additional Form(s)**

Number	Name
<input type="checkbox"/> SAR 7/SAR 2	SAR/Reporting Changes For Cash Aid/CF

**Task Information**

**Task Type: \*** 
**Task Sub-Type:**

**Due Date:**

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

**Assignment Type:**  
 Program Based Rule(s)     Specific Bank

**Bank ID: \***

**Additional Options**

Suppress task for upcoming customer appointment  
 Suppress task for scanning worker

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

## Document Routing Rule Detail

\* - Indicates required fields

[Edit](#) [Close](#)

**Name:** \*  
My Favorite Document Routing Rule

**Status:**  
Active

**Created By:**  
Mayuri Srinivas

**Notes:**

---

**Document Type(s)**

Name
CalFresh (CF)
Worker

---

**Additional Form(s)**

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

---

**Task Information**

**Task Type:** \*  
Task Type B

**Task Sub-Type:**  
Sub-Type 2

**Due Date:**  
After Number of Business Days

**Number of Business Days:** \*  
3

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

**Assignment Type:**  
Program Based Rule(s)

---

**Program(s) \***

Program	Program Status	Distribution Type	Worker	Bank
<a href="#">CalFresh</a>		Office Distribution		
<a href="#">Welfare to Work</a>	Active	Program Worker and/or Bank	Most Recent Worker Within 30 Days	19DC000100BK

---

**Additional Options**

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

[Edit](#) [Close](#)

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

## Document Routing Rule Detail

\*- Indicates required fields

Edit Close

**Name: \***  
My Favorite Document Routing Rule

**Status:**  
Active

**Created By:**  
Mayuri Srinivas

**Notes:**

**Document Type(s)**

Name
CalFresh (CF)
Worker

**Additional Form(s)**

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

**Task Information**

<b>Task Type: *</b> Task Type B	<b>Task Sub-Type:</b> Sub-Type 2
<b>Due Date:</b> After Number of Business Days	<b>Number of Business Days: *</b> 3

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

**Assignment Type:**  
Specific Bank

**Bank ID: \***  
19DC000100BK

**Additional Options**

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

Edit Close

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

### 2.2.3 Description of Changes

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

#### 1. General Information

- a. Name **(Required)** – The Name of the Document Routing Rule. When the page is in Create or Edit mode, this field will display as a text box. This field will be limited to 50 characters.
- b. Status – The Status of the Document Routing Rule. When the page is in Create or Edit mode, this field will display as a dropdown containing the following options in the defined order:
  - i. Active – default value
  - ii. Inactive
- c. Created By – This column will display the first and last name of the Staff who created the Document Routing Rule. This field automatically populates on load of the page in Create mode.
- d. Notes – A free text field allowing the User to add additional notes and comments about the Document Routing Rule for reference. This field is limited to 2,000 characters.

#### 2. Document Type(s)

A panel allowing a User to input one or more Document Types. If duplicate rows are entered, on save of the page, duplicate entries will be consolidated into a single entry.

- a. Selectable Checkbox – For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
- b. Name – The Title of the Document Type for the particular row. When the page is in Create or Edit mode, a dropdown with an alphabetical list of the available Document Types is displayed as a potential new row.
- c. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button saves a new row to the table with the name value selected in the Name dropdown. The Name dropdown will then display below the new row as a potential new row.
- d. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.

#### 3. Additional Form(s)

A panel allowing a User to input one or more Forms. If duplicate rows are entered, on save of the page, duplicate entries will be consolidated into a single entry.

- a. Selectable Checkbox - For each row, a selectable checkbox will display at the beginning of the row. The checkbox can be used to remove rows via the Remove button.
  - b. Number -- The Form Number of the Additional Form.
  - c. Name – The Name of the Additional Form.
  - d. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking the button will direct the User to a Select Form(s) page where the User can search for and select one or more specific forms. See [Section 2.3](#) for more details.
  - e. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the "DocumentRoutingRuleEdit" security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.
4. Task Information
- a. Task Type (**Required**) – The Task Type signifying the type of Task that may be created when the Document Routing Rule is processed. When the page is in Create or Edit mode, this field will display as a dropdown containing an alphabetized listing of Task Types available for the county with a checkmark in the Available for Automation field of the Task Type Detail page.
  - b. Task Sub-Type – The Task Sub-Type signifying the sub-type for the Task that may be created when the Document Routing Rule is processed. When the page is in Create or Edit mode, this field will display as a dropdown containing an alphabetized listing of Task Sub-Types associated to the selected Task Type that have a checkmark in the Available for Automation field of the Task Sub-Type Detail page. This field will only show if there is a Task Type chosen with at least one associated Task Sub-Type.
  - c. Due Date – A field indicating the rule that will be used to set the due date for any Tasks that result of processing the Document Routing Rule. This field will display as a dropdown box when the page is in Create or Edit mode. Options included are:
    - i. Default Due Date - Will set the due date based on the logic that was determined when the Automated Action was implemented.
    - ii. After Number of Calendar Days - Will set the due date based on the System date plus the number of calendar days specified by the User.
    - iii. After Number of Business Days - Will set the due date based on the System date plus the number of business days specified by the User. Business days exclude weekends and County specific holidays.
    - iv. Last Day of Month - Will set the due date to the last day of the month of the System date.

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

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

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

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

- that will navigate to the Document Routing Rule Program Detail page in view mode.
- iii. Program Status – The program status that is applicable to the row. This value may be blank signifying all program statuses apply.
  - iv. Distribution Type – The type of Task assignment distribution that will apply for the row.
  - v. Worker – The Worker value for the particular row per the Document Routing Program Detail Page.
  - vi. Bank – If the Bank field on the Document Routing Program Detail page for the row is “Specific Bank”, this field will display the Bank ID. If the Bank field on the Document Routing Program Detail page for the row is “Closest Bank”, this field will display “Closest Bank”. If the Distribution Type field on the Document Routing Program Detail page for the row is “Office Distribution”, this field will be blank.
  - vii. **BUTTON:** Add – Displays when the page is in Create or Edit mode and the worker's security profile contains the “DocumentRoutingRuleEdit” security right. Clicking this button navigates to the Document Routing Rule Program Detail page. See [Section 2.4](#) for more details.
  - viii. **BUTTON:** Remove – Displays when the page is in Create or Edit mode, there exists at least one row in this section and the worker's security profile contains the “DocumentRoutingRuleEdit” security right. Clicking this button removes any rows with a checkmark in the Selectable Checkbox.
- g. Bank ID (**Required**) - This attribute displays a single Bank ID that will be used for Task assignment. When the page is in Create or Edit mode and the Specific Bank radio button in the Assignment Type field is selected, this field will dynamically display. A ‘Select’ **BUTTON** will display to the right of the field that will navigate to the Select Bank page allowing the User to search for and select a specific Bank ID.

#### 5. Additional Options

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

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

## 2.2.4 Page Validation

1. "Name – The name is already in use by a Document Routing Rule."
  - a. Add a validation to display when a User attempts to save the Document Routing Rule with a name that is already in use for a Document Routing Rule within the same County. Upper and lower case is not considered.
2. "Program(s) – At least one row is required."
  - a. Add a validation to display when a User attempts to save the Document Routing Rule with an Assignment Type of "Program Based Rule(s)" without adding at least one row to the Program(s) panel.
3. "Bank ID – Please enter a Bank ID."
  - a. Add a validation to display when the User attempts to save the Document Routing Rule with an Assignment Type of "Specific Bank" and the Bank ID is NULL.
4. "Bank ID – Bank ID does not exist."
  - b. Add a validation to display when the User attempts to save the Document Routing Rule with an Assignment Type of "Specific Bank" and the Bank ID field is populated with an ID that does not correspond to an existing Bank for the county in the CalSAWS System.
5. "Documents – At least one Document Type or Additional Form is required."

- a. Add a validation to display when a User attempts to save the Document Routing Rule without adding at least one entry into either the Document Type(s) or Additional Form(s) panels.
6. "Documents – One or more forms are included within an Active Document Routing Rule."
    - a. Add a validation to display when a User attempts to save the Document Routing Rule and one or more of the forms are already included in an existing Active Document Routing Rule. A form may only be associated to a single Document Routing Rule. This validation also covers the following example scenario:

A user creates a "John's Rule" that only includes the "SAR 7" form. John's Rule becomes Inactive. A user then creates "Bob's Rule" that includes the "SAR 7". This can occur because there are no other Active rules that contain the "SAR 7" at this point. If a user goes into "John's Rule" and attempts to set the Status to Active and save it, this validation will trigger because Bob's Rule is Active and already includes the "SAR 7".
  7. "Document Type(s) – A new row may not be added until the last row has been completed."
    - a. Add a validation to display when a User attempts to add a row in the Document Type(s) panel before completing the last row in the table.
  8. "Number of Calendar Days - Value must be a number from 0 – 999. Please enter a different value."
    - a. When the User attempts to save a value other than a number from 0 – 999 in the Number of Calendar Days field, a validation message is triggered.
  9. "Number of Business Days - Value must be a number from 0 – 999. Please enter a different value."
    - b. When the User attempts to save a value other than a number from 0 – 999 in the Number of Business Days field, a validation message is triggered.

### 2.2.5 Page Location

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

## 2.2.6 Security Updates

### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
DocumentRoutingRuleView	Document Routing Rule List; Document Routing Rule Detail;	<ul style="list-style-type: none"><li>• Document Routing Rule View</li><li>• Document Routing Rule Edit</li></ul>
DocumentRoutingRuleEdit	Document Routing Rule List; Document Routing Rule Detail;	<ul style="list-style-type: none"><li>• Document Routing Rule Edit</li></ul>

### 2. Security Groups

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

## 2.2.7 Page Mapping

Implement page mapping for the Document Routing Rule Detail page.

## 2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.3 Select Form Page

### 2.3.1 Overview

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

## 2.3.2 Select Form Page

**Select Form** Cancel

▼ Refine Your Search Search

**Document Type:**  **Form:**

Results per Page: 25 Search

**Search Results Summary** Results 1 - 3 of 3 Select

<input type="checkbox"/>	Document Type	Form Number	Form Name
<input type="checkbox"/>	Person Verification	IMG 520	Drivers License
<input type="checkbox"/>	Person Verification	IMG 516	Emailed Verification
<input type="checkbox"/>	Person Verification	IMG 527	Passport

Select Cancel

Figure 2.3.2.1 – Select Form Page Mockup

## 2.3.3 Description of Changes

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

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

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

#### 2. Search Results Summary

This section will be displayed when there is at least one form found. The results will be paginated with 25 results per page. Results will not be displayed on initial load of the page. Results will be ordered by 'Document Type', 'Form Name' and 'Form Number'. Each of the result columns are sortable.

- a. Selectable checkbox – For each result displayed, a selectable checkbox will display at the beginning of the row. A User may select one or more forms from the results.
  - b. Document Type – The Document Type of the form for the row.
  - c. Form Number – The Form Number of the form for the row.
  - d. Form Name – The Form Name of the form for the row.
3. **BUTTON:** Select – This button will direct the User back to the Document Routing Rule Detail page with the selected forms added to the Additional Form(s) panel.
  4. **BUTTON:** Cancel – This button navigates the User back to the Document Routing Rule Detail page and does not add any entries to the Additional Form(s) panel.

### 2.3.4 Page Validation

1. "Select – Select at least one form."
  - a. Add a validation to display when a User attempts to save the Document Routing Rule without selecting at least one Form for the Document Routing Rule.

### 2.3.5 Page Location

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

### 2.3.6 Security Updates

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

### 2.3.7 Page Mapping

Implement page mapping for the Select Form page.

### 2.3.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.4 Document Routing Rule Program Detail Page

### 2.4.1 Overview

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

### 2.4.2 Document Routing Rule Program Detail Page

The mockup shows a form titled "Document Routing Rule Program Detail". At the top left, a red asterisk indicates required fields. At the top right, there are "Save And Return" and "Cancel" buttons. The form is divided into a "Program Information" section with the following fields:

<b>Program: *</b> Child Care	<b>Program Status:</b> Denied
<b>Distribution Type: *</b> Program Worker and/or Bank	<b>Program Worker:</b> Most Recent Worker Within 90
<b>Bank:</b> Specific Bank	<b>Bank ID:</b> 19DP8200E5BK <b>Select</b>

At the bottom right of the form, there are "Save And Return" and "Cancel" buttons.

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

## Document Routing Rule Program Detail

\*- Indicates required fields

Edit Close

Program Information	
<b>Program: *</b> Child Care	<b>Program Status:</b> Discontinued
<b>Distribution Type: *</b> Program Worker and/or Bank	<b>Program Worker:</b> Most Recent Worker Within 60 Days
<b>Bank:</b> Specific Bank	<b>Bank ID:</b> 19DP3100D2BK

Edit Close

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

### 2.4.3 Description of Changes

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

#### 1. Program Information

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

If the Program selected is CalWORKs, CalFresh, Child Care, Foster Care, Medi-Cal, this dropdown will include the following options in alphabetical order:

- i. Active
- ii. Denied
- iii. Discontinued

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

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

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

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

- c. Distribution Type (**Required**) – The Distribution Type that is applicable to the assignment configuration. When the page is in Create or Edit mode, this field is a dropdown that will display the following options:

- i. Program Worker and/or Bank – This option will cause the dynamic Program Worker and Bank fields to display for additional input.
- ii. Office Distribution – This option employs the Office Distribution assignment functionality. Office Distribution processing will attempt to assign a resulting Task as follows:

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

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

- ii. Most Recent Worker Within 30 Days
  - iii. Most Recent Worker Within 60 Days
  - iv. Most Recent Worker Within 90 Days
  - v. Most Recent Worker Within 120 Days
  - vi. Most Recent Worker
  - vii. No Program Worker
- e. Bank – An optional field allowing a User to indicate a specific instruction for Bank assignment of any resulting Tasks. This field will display as a dropdown menu when the page is in Create or Edit mode containing the following options:
- i. Closest Bank – This option invokes processing to evaluate for a Bank that is the closest to the selected Program. Processing will first retrieve the most recent worker assigned to the program and retrieve Banks associated to the same Unit as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, proceed to retrieve Banks associated to the same Office as the worker. The Bank must be configured to receive the Category of the Task. If no Banks are found, retrieve all Banks within the County that can receive the Category of the Task. If multiple Banks are returned, processing will select a single Bank. If a program worker cannot be retrieved, processing will evaluate Banks that can receive the Category of the Task at the County level.
  - ii. Specific Bank – This option will prompt the User to provide a specific Bank ID to assign a resulting Task to.
- f. Bank ID – This attribute displays a single Bank ID that will be used for Task assignment. When the page is in Create or Edit mode and the Bank attribute value is "Specific Bank", this field will dynamically display. A 'Select' **BUTTON** will display to the right of the field that will navigate to the Select Bank page allowing the User to search for and select a specific Bank ID.
- g. **BUTTON:** Save and Return – This button will save any changes made to the page and navigate the User back to the Document Routing Rule Detail page. This button will display when the page is in Create or Edit mode.
- h. **BUTTON:** Cancel – This button will discard any changes made to the page and navigate back to the Document Routing Rule Detail page. This button appears when the page is in Create or Edit mode.
- i. **BUTTON:** Close – This button will close the page and navigate back to the Document Routing Rule Detail page. This button appears when the page is in View mode.
- j. **BUTTON:** Edit – This button will update the Document Routing Rule Program Detail page into Edit mode. This button will display when the page is in View mode and the worker's security profile contains the "DocumentRoutingRuleEdit" security right.

#### 2.4.4 Page Validation

1. "Program Worker/Bank – Please select a value in the Program Worker and/or Bank field."
  - a. Add a validation to display when the User attempts to save the page Distribution Type value of Program Worker and/or Bank and both the Program Worker and Bank fields do not have a value.
2. "Bank ID – Please enter a Bank ID."
  - a. Add a validation to display when the User attempts to save the page with a NULL Bank ID. The Bank ID field is only available when the Distribution Type value is Program Worker and/or Bank and the Bank value is Specific Bank.
3. "Bank ID – Bank ID does not exist."
  - a. Add a validation to display when the User attempts to save the page with the Bank ID field populated with an ID that does not correspond to an existing Bank for the county in the CalSAWS System.
4. "Program Worker – Tasks must be assigned to a Position or a Bank."
  - a. Add a validation to display when the User attempts to save the page with "No Program Worker" selected in the Program Worker field, and no Bank ID populated in the Bank ID field.

#### 2.4.5 Page Location

**Global:** Admin Tools

**Local:** Admin

**Task:** Document Routing – This page can be accessed via the Document Routing Rule Detail page.

#### 2.4.6 Security Updates

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

#### 2.4.7 Page Mapping

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

#### 2.4.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

## 2.5 Document Routing Rule Processing

### 2.5.1 Overview

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

### 2.5.2 Description of Change

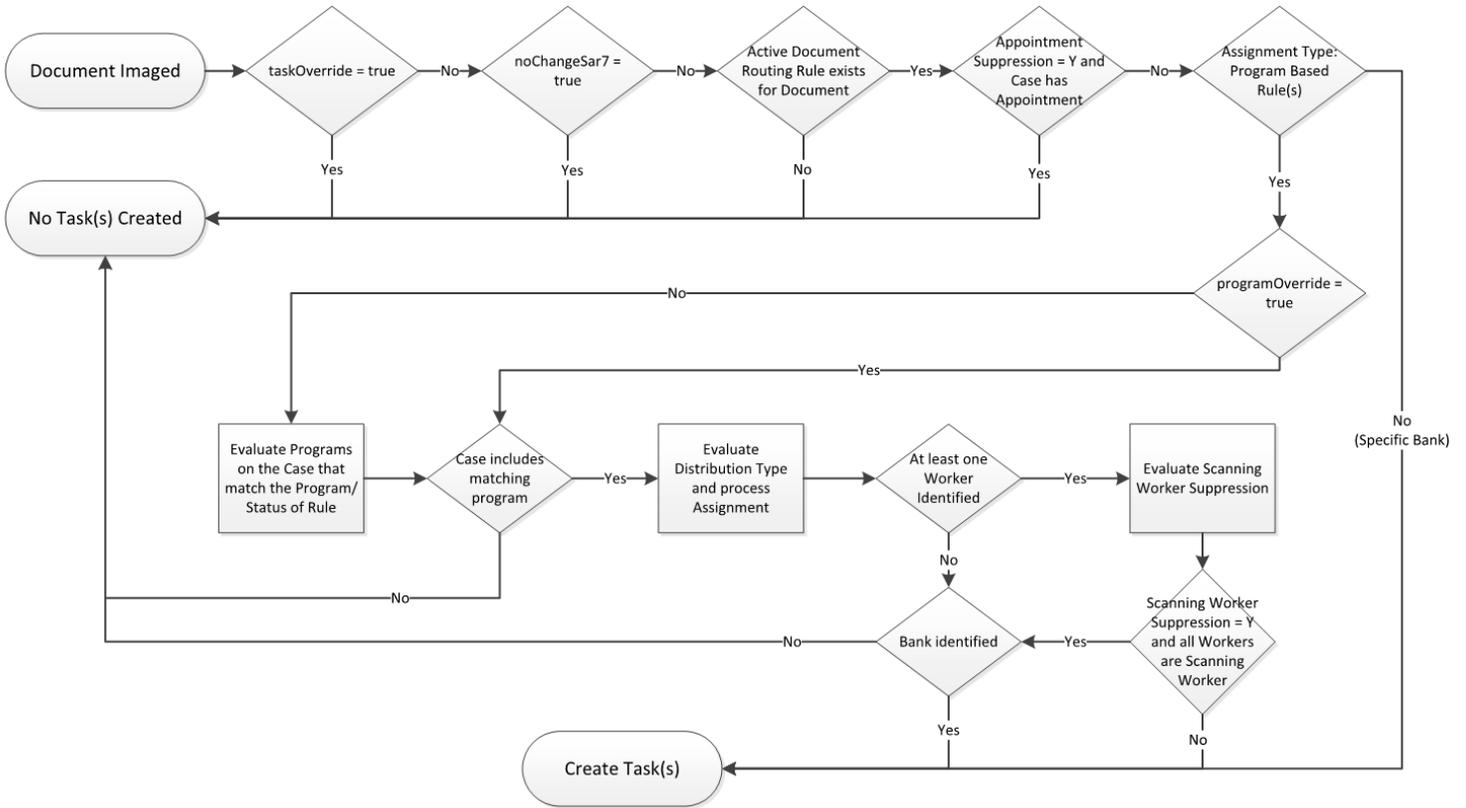
1. 'Generate Task' Imaging Inbound Web Service

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

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

2. Document Routing Rule Processing

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



**Figure 2.5.2.1 – Document Routing Rule Processing Flow**

**a. Log Request**

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

**b. Evaluate Override Attributes**

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

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

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

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

c. **Retrieve Document Routing Rule(s)**

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

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

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

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

d. **Process Document Routing Rule**

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

i. **Evaluate Upcoming Appointment Suppression**

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

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

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

Same Day Appointment Exists	Action(s)
No	Proceed to Evaluate Task Information
Yes	<ol style="list-style-type: none"> <li>1. Update the transaction that was logged for the received request to indicate a result of "Same Day Appointment Suppression – No Task(s) Created"</li> <li>2. <b>RETURN</b> a response of "201" to the web service.</li> </ol>

ii. **Evaluate Task Information:**

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

1. Evaluate Assignment Type:

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

Assignment Type	Action(s)
-----------------	-----------

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

2. Evaluate Program Override:

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

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

3. Evaluate Program(s) Information:

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

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

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

	2. <b>RETURN</b> a response of "201" to the web service.
Yes	Proceed to Evaluate Program Assignment Information

a. Evaluate Program Assignment Information:

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

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

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

Bank Identified	Action(s)
No	<ol style="list-style-type: none"> <li>1. Update the transaction that was logged for the received request to indicate a result of "Office Distribution No Bank Available – No Task(s) Created"</li> <li>2. <b>RETURN</b> a response of "201" to the web service.</li> </ol>

Yes	1. Proceed to Task Creation. In this instance the Task will only be assigned to a Bank.
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If the Distribution Type value on the Document Routing Rule Program Detail page is "Program Worker and/or Bank", processing will evaluate both Worker Options/Bank Options below for an assignment:

Worker options:

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

<b>At Least One Worker Identified</b>	<b>Action(s)</b>
No	<ol style="list-style-type: none"> <li>1. Update the transaction that was logged for the received request to store the program/worker assignment instructions that were evaluated, indicate a no matching workers attribute of 'true' and associate the programs (PGM_ID) that were evaluated.</li> <li>2. Proceed to Bank Options evaluation.</li> </ol>
Yes	<ol style="list-style-type: none"> <li>1. Update the transaction that was logged for the received request to</li> </ol>

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

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

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

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

b. Evaluate Scanning/Assigned Worker Suppression

If processing has confirmed that the Case/Programs returns at least one worker that matches the Worker assignment configuration, the "Suppress task for scanning worker" attribute in the Additional Options panel of the Document Routing Rule Detail page will be evaluated.

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

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

If this attribute has a checkmark on the page, processing will retrieve the Staff username associated to the worker

the Task would be assigned to and compare to the **scanningSource** (Staff username) attribute from the request.

Staff Username Match	Action(s)
No	Proceed to Task Creation
Yes	<ol style="list-style-type: none"> <li>1. If every worker retrieved in the previous step matches to the <b>scanningSource</b> attribute, proceed to Task Creation. In this instance the Task will only be assigned to the defined Bank.</li> <li>2. If at least one worker retrieved in the previous step does not match the Staff username:               <ol style="list-style-type: none"> <li>a. Update the transaction that was logged for the received request to store the programs (PGM_ID) with a worker that matched the <b>scanning source</b> attribute. These are the programs/assignments that are being suppressed with the reason of 'Scanning worker suppression'.</li> <li>b. Proceed to Task Creation for the program workers that did not match to the <b>scanningSource</b> attribute. The Task is not to be suppressed for these workers.</li> </ol> </li> </ol>

iii. **Task Creation:**

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

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

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

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

4. The Task Long Description will be formatted as:

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

Long Description variables will be populated as follows:

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

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

Task Creation	Action(s)
---------------	-----------

Success	<ol style="list-style-type: none"><li>1. Update the transaction that was logged for the received request to store data for the resulting Tasks (TASK_ID) and indicate a result of "Task(s) Processed"</li><li>2. <b>RETURN</b> a response of "201" to the web service.</li></ol>
Failure	<ol style="list-style-type: none"><li>1. Update the transaction that was logged for the received request to indicate a result of "Task Creation Failed".</li><li>2. <b>RETURN</b> a response of "201" to the web service.</li></ol>

### 3 SUPPORTING DOCUMENTS

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

## 4 REQUIREMENTS

### 4.1 Migration Requirements

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

	<p>5) Program Override Flag</p> <p>6) No Task Override Flag</p> <p>7) No Change SAR 7 Flag</p> <p>8) Image ID</p> <p>9) Scanning User/Worker/Source</p> <p>10) Applicable Date</p> <p>11) Received Date</p>		
2245	<p>The CONTRACTOR shall update the Task Management solution to allow authorized users to configure task routing rules for images/documents based on program and program status.</p>	None	<p>This design implements a series of pages that allow a User to customize rules for Task creation and assignment, based program status configurations.</p>

## 5 MIGRATION IMPACTS

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N/A

## 6 OUTREACH

---

N/A

## 7 APPENDIX

---

N/A

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-215560

IVR Enhancement to CalSAWS system

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Long Nguyen, Srividhya Sivakumar, Michael Wu, Himanshu Jain, William Baretzky

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
08/24/2020	1.0	Initial	Erika Kusnadi-Cerezo
03/11/2021	2.0	Content Revision: <ul style="list-style-type: none"> <li>• Added the following to the Appendix Section               <ul style="list-style-type: none"> <li>○ Staff Search Row: Added that the Drop Down field, Update button and Check box will not display.</li> <li>○ Staff Detail Row: When viewing the Staff Detail page for System Administered, there will be a field titled System Administered and will have the value of Yes. Secondly, the Document Access button will not display.</li> <li>○ Staff Assignment Detail Row: Added another validation message to display: 'Worker Identification – Staff selected is System</li> </ul> </li> </ul>	Erika Kusnadi-Cerezo

		Administered. Please select a different worker.' If the Staff selected is System Administered	
3/23/2021	3.0	Added to Section 2.2.3 #2b adding that the validation will also display when clicking one of the Save buttons and the Case Number does not exist in the County that is selected on the Caller's County of Residence field	Erika.Kusnadi-Cerezo
5/12/2021	4.0	Content Revision 2: <ol style="list-style-type: none"> <li>1. Updated Section 2.1.2 Description of Changes to state that either the Case Summary page or the Person Search page will be opened on a new tab on the main window instead of the Main Window will be redirected to either the Case Summary page or the Person Search page.</li> <li>2. Remove the #1.a.ii.2, 1.a.iii.1 and 1.a.iv.1 from section 2.2.3. IVR will always pass down the Caller's County of Residence information, Language information and a valid Case Number.</li> <li>3. Updated on the Appendix section for the Staff Assignment Detail, the validation message from 'Worker Identification – Staff selected is System Administered. Please</li> </ol>	Erika.Kusnadi-Cerezo

		select a different worker.' to 'Select – Staff selected is System Administered. Please select a different worker.'	

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# 1 OVERVIEW

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The Call Log Detail page is currently used by county workers that are working from a Call Center or County office(s) to log calls.

## 1.1 Current Design

Currently, the Interactive Voice Response (IVR) functionality is incorporated to the C-IV system. For this reason, Call Log have specific functionality for when calls are coming through the IVR.

## 1.2 Requests

Update the CalSAWS Call Log Detail page to auto populate information passed down from the IVR system and create new validations for counties that are not set up with Generic Workers.

## 1.1 Overview of Recommendations

1. Update the system to redirect the CalSAWS main page to the appropriate page based on the information provided by the IVR system and to open the Call Log Detail page in Create mode.
2. Update Call Log Detail page to auto populate information being passed down from the IVR system.
3. Update the CalSAWS system to allow more than one System Administered Worker Code.
4. Create new validation on the New/Reapplication Detail, New Programs Detail page and Application Registration Summary page for counties that does not have Generic Workers set up.

## 1.3 Assumptions

1. C-IV Contact Center functionality (CCP) will be migrated to CalSAWS system under CA-207026.
2. Outbound IVR call being logged under the Contact history CA-218722
3. Existing functionality will remain unchanged unless it is mentioned in the Description of Changes section below.

## 2 RECOMMENDATIONS

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Update the Call Log Detail page to auto populate with information being passed down through the IVR. Secondly, the CalSAWS system will be updated to allow more than one Generic Worker.

### 2.1 Incoming IVR Command

#### 2.1.1 Overview

Update the CalSAWS system to open the Call Log Detail page in Create mode and for the CalSAWS main page to be directed to the appropriate page based on the information provided by the IVR system.

#### 2.1.2 Description of Changes

1. For CSC (Contact Service Centers) or RCC (Regions Call Centers) workers that are accessing the Call Log Detail page through the IVR system, the Call Log Detail page will open in 'Create' mode on a separate window.
2. The system will open a new tab on the main window to either the 'Case Summary' page (if a Case Number is provided) or to the 'Person Search' page (if no Case Number is provided) when a call comes in through CCP.
3. The CalSAWS main page will be directed to the 'Case Summary' page when the IVR system provides a valid Case Number for the specific County it is accessing.
4. The CalSAWS main page will be directed to the Person Search page when the IVR system does not provide a Case Number or the Case Number provided does not exist for the specific county it is accessing.

### 2.2 Call Log Detail

#### 2.2.1 Overview

Update the Call Log Detail page to auto populate with information being passed down through the IVR.

## 2.2.2 Call Log Detail Mockup

### Call Log Detail

\* - Indicates required fields

Save and Create Task Save and Add Another Save Cancel

<b>Case Number:</b> 1076882 <input type="button" value="Select"/>	<b>Person: *</b> - Select -	
<b>Date/Time:</b> 11/03/2020 03:12 PM	<b>Language:</b> -	<b>Confidential:</b> -
<b>Call Source:</b> Covered California	<b>Contact Type:</b> Inbound	<b>Worker ID:</b> 90AS9090ZJ
<b>Tracker ID:</b> 123456	<b>Action Required: *</b> - Select -	<b>Caller's County of Residence: *</b> San Bernardino
<b>Primary Call Reason: *</b> - Select -		<b>Call Back Number:</b> -
	<b>Message Worker ID:</b> <input type="button" value="Select"/>	<b>Last Contact:</b> -
		<b>E-Mail:</b> -

#### Call Type/Call Action

<input type="checkbox"/> Add Person	<input type="checkbox"/> Add Program	<input type="checkbox"/> Address Change	<input type="checkbox"/> Appointment/Activity
<input type="checkbox"/> BIC/EBT	<input type="checkbox"/> Benefits Question	<input type="checkbox"/> Discontinuance	<input type="checkbox"/> Dropped Call/Disconnect
<input type="checkbox"/> Escalation	<input type="checkbox"/> General Question	<input type="checkbox"/> Household Status	<input type="checkbox"/> ICT/Other County
<input type="checkbox"/> Income	<input type="checkbox"/> Missing Document	<input type="checkbox"/> New Application	<input type="checkbox"/> Non-CalSAWS County
<input type="checkbox"/> Notice of Action	<input type="checkbox"/> Other Agency/Resources	<input type="checkbox"/> Phone Number Update	<input type="checkbox"/> Property
<input type="checkbox"/> RE	<input type="checkbox"/> Report	<input type="checkbox"/> Restoration	<input type="checkbox"/> Verifications

#### Other Requested Programs

<input type="checkbox"/> CalWORKs	<input type="checkbox"/> CalFresh
-----------------------------------	-----------------------------------

**Short Description:**  
-

**Long Description:**  
-

Save and Create Task Save and Add Another Save Cancel

Figure 2.2.1a – Call Log Detail page via IVR

**Call Log Detail**

\* Indicates required fields

Save and Create Task Save and Add Another Save Cancel

\* Case Number - This Case Number is not valid for the selected county.

Case Number: 11111111 Select

Date/Time: 11/04/2020 08:53 AM

Call Source: Covered California

Tracker ID: 123456

Primary Call Reason: \* - Select -

Person: \* Select

Language: [Dropdown]

Contact Type: Inbound

Action Required: \* - Select -

Confidential: [Dropdown]

Worker ID: 90AS9090ZJ

Message Worker ID: Select

Caller's County of Residence: \* San Bernardino

Call Back Number: [Text Field]

Last Contact: [Text Field]

E-Mail: [Text Field]

**Call Type/Call Action**

<input type="checkbox"/> Add Person	<input type="checkbox"/> Add Program	<input type="checkbox"/> Address Change	<input type="checkbox"/> Appointment/Activity
<input type="checkbox"/> BIC/EBT	<input type="checkbox"/> Benefits Question	<input type="checkbox"/> Discontinuance	<input type="checkbox"/> Dropped Call/Disconnect
<input type="checkbox"/> Escalation	<input type="checkbox"/> General Question	<input type="checkbox"/> Household Status	<input type="checkbox"/> ICT/Other County
<input type="checkbox"/> Income	<input type="checkbox"/> Missing Document	<input type="checkbox"/> New Application	<input type="checkbox"/> Non-CalSAWS County
<input type="checkbox"/> Notice of Action	<input type="checkbox"/> Other Agency/Resources	<input type="checkbox"/> Phone Number Update	<input type="checkbox"/> Property
<input type="checkbox"/> RE	<input type="checkbox"/> Report	<input type="checkbox"/> Restoration	<input type="checkbox"/> Verifications

**Other Requested Programs**

CalWORKs  CalFresh

Short Description: [Text Field]

Long Description: [Text Area]

Save and Create Task Save and Add Another Save Cancel

**Figure 2.2.1b – Call Log Detail page via IVR**

### 2.2.3 Description of Changes

1. For Call Log Detail page that is opened through the IVR system, it will open in Create mode on a separate window.
  - a. Call Log Detail page will auto populate with the information being passed down from the IVR system.
    - i. 'Case Number' field will auto populate with the Case Number information that's passed down through the IVR system (Figure 2.2.1a).
      1. If no Case Number information is passed down through the IVR, the 'Case Number' field will not display any value (Figure 2.2.1b).
      2. 'Case Number' field will be an editable text field.
    - ii. 'Person' field will be a drop down field that will list the Person information associated to the Case Number (as shown on Figure 2.2.1a)
      1. 'Person' field will be an editable text field if there's no Case Number information that's passed down through the IVR (Figure 2.2.1b).

2. If the Case Number information is passed down through the IVR but it does not exist for the County chosen on the 'County of Residence' field, the 'Person' field will be an editable text field (Figure 2.2.1b).
- iii. Caller's County of Residence field will auto populate with the County information that is passed down from IVR.
    1. If there's no County information that's passed down through the IVR, the 'Caller's County of Residence' field will default to the county that the worker is located in.
      - a. This is based on the worker information that is logged into the CalSAWS system.
    2. For non RCC workers this will be a non-editable field.
    3. For RCC workers this will be a drop down editable field and will display a list of all 58 counties.
  - iv. 'Language' field will auto populate with the language information that's being passed down through the IVR (Figure 2.2.1a).
    1. If there's no language information that's passed down through the IVR, the 'Language' field will be an editable drop down field and will default to blank (Figure 2.2.1b)
      - a. Language field drop down will display the same value as when the Call Log Detail page is opened manually (not through the IVR flow).
  - v. 'Tracking ID' field will auto populate with the Tracking ID information that's passed down through the IVR.
    1. If there's no Tracking ID information that's passed down through the IVR, this field will remain blank.
    2. 'Tracking ID' field will not be editable.

Note: Tracking ID only populates if the call is received for Covered California Calls and the Call Log Detail page was opened through the IVR flow.

- vi. 'Call Source' information will auto populate with either 'Covered California' or 'Call Center' depending on the information on the 'Tracking ID' field.
  1. If the 'Tracking ID' field is blank, the 'Call Source' field will auto populate with 'Call Center'.
  2. If the 'Tracking ID' field display a value other than 'blank' the 'Call Source' field will auto populate with 'Covered California'.
  3. 'Call Source' field will not be an editable field.

Note: Call Source information is dependent on the value on the 'Tracking ID' field which is based on whether or not there is information being passed down through the IVR.

- vii. 'Contact Type' field will auto populate with 'Inbound' if the 'Call Source' field is Covered California and it will not be an editable field.
  1. If the 'Contact Type' does not equal to 'Covered California', the 'Contact Type' field will be an editable drop down field and will default to blank.
    - a. Contact Type field drop down will display the same value as when the Call Log Detail page is opened manually (not through the IVR flow).
    - b. Call Log detail page will display 'Other Requested Programs' instead of 'Program' when there's a value present on the Tracker ID field and it is open through the IVR system as shown on Figure 2.2.1a and Figure 2.2.1b.
      - i. 'Other Requested Programs' block will have two options:
        1. CalWORKs
        2. CalFresh
2. Create a new validation (as shown on Figure 2.2.1b) on the Call Log Detail page to display the following message: 'Case Number – This Case Number is not valid for the selected county.'
  - a. This validation message will be triggered when the worker clicks/taps out of the 'Case Number' field and the value entered does not exist in the county that is selected.
  - b. This validation message will be triggered when the worker clicks on one of the following buttons: 'Save and Create Task', 'Save and Add Another' or 'Save' and the value entered on the Case number field, does not exist in the county selected on the Caller's County of Residence field.

#### 2.2.4 Page Location

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

**Note: The above functionality is only available for Call Log Detail if it's opened through the IVR that is generated for RCC or CSC users.**

#### 2.2.5 Security Updates

N/A

### 2.2.6 Page Mapping

Update page mapping for 'Other Requested Programs'.

### 2.2.7 Page Usage/Data Volume Impacts

N/A

## 2.3 New/Reapplication Detail

### 2.3.1 Overview

Add a new validation to the New/Reapplication Detail page to only allow Counties set up with Generic Worker to choose RCC as the 'Source' type.

### 2.3.2 New/Reapplication Detail Mockup

**New / Reapplication Detail**

\* - Indicates required fields

Save and Return Cancel

• **Source** - RCC is not a valid option as there is no Generic Worker in this County

**View Date:** 10/19/2020  
**Program Type:** CalFresh

**Primary:** \* Jane testing 39F  
**Application Date:** \* 10/19/2020  
**Requested BDA:** \* 10/19/2020  
**Source:** RCC

**Inter-County Transfer:** \* No

<input type="checkbox"/>	Name *	DOB	Role	Role Reason	Status	Status Reason
<input checked="" type="checkbox"/>	Jane testing	10/05/1981				

Save and Return Cancel

This Type\_1 page took 0.69 seconds to load.

Figure 2.3.1 – New validation on New/Reapplication Detail page

### 2.3.3 Description of Changes

1. Create a new validation on the New/Reapplication Detail page.
  - a. New validation will display the following message: 'Source – RCC is not a valid option as there is no Generic Worker in this County'

- i. Validation will be triggered when a worker is trying to save the page with the Source of 'RCC' for counties that do not have a Generic Worker set up.

#### 2.3.4 Page Location

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

#### 2.3.5 Security Updates

N/A

#### 2.3.6 Page Mapping

N/A

#### 2.3.7 Page Usage/Data Volume Impacts

N/A

### 2.4 New Programs Detail

#### 2.4.1 Overview

Add a new validation to the New Programs Detail page to only allow Counties set up with Generic Worker to choose RCC as the 'Source' type.

## 2.4.2 New Program Detail Mockup

### New Programs Detail

\*- Indicates required fields

Save and Continue Cancel

• **Source - RCC is not a valid option as there is no Generic Worker in this County**

#### Administrative Roles

Primary: *	Date of Application: *	Source:	Language: *
Jane testing 39F	10/19/2020	RCC	English

#### Program Information

Name	DOB	Programs	Add/Remove Programs
Jane testing	10/05/1981	CalWORKs, CalFresh	Edit

Save and Continue Cancel

This Type\_1 page took 0.82 seconds to load.

Figure 2.4.1 – New validation on New Program Detail page

## 2.4.3 Description of Changes

1. Create a new validation on the New Programs Detail page.
  - a. New validation will display the following message: 'Source – RCC is not a valid option as there is no Generic Worker in this County'
  - i. Validation will be triggered when a worker is trying to save the page with the Source of 'RCC' for counties that do not have a Generic Worker set up.

## 2.4.4 Page Location

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

## 2.4.5 Security Updates

N/A

## 2.4.6 Page Mapping

N/A

## 2.4.7 Page Usage/Data Volume Impacts

N/A

## 2.5 Application Registration Summary

### 2.5.1 Overview

Add a new validation to the Application Registration Summary page to only allow Counties set up with Generic Worker to choose RCC as the 'Source' type.

### 2.5.2 Application Registration Summary Mockup

The screenshot shows the 'Application Registration Summary' form. At the top left, there is a legend: '\* - Indicates required fields'. At the top right, there is a blue button labeled 'Save and Return'. Below the legend, a red error message is displayed: '• Source - RCC is not a valid option as there is no Generic Worker in this County'. The form fields are: 'Source:' with a dropdown menu showing 'RCC'; 'App Date:' with a date field containing '12/16/2020' and a calendar icon; 'Case Number:' with an empty text field; and 'App Site:' with a dropdown menu.

Figure 2.5.1 – New validation on New Program Detail page

### 2.5.3 Description of Changes

1. Create a new validation on the Application Registration Summary page.
  - a. New validation will display the following message: 'Source – RCC is not a valid option as there is no Generic Worker in this County'
    - i. Validation will be triggered when a worker is trying to save the page with the Source of 'RCC' for counties that do not have a Generic Worker set up.

### 2.5.4 Page Location

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

### 2.5.5 Security Updates

N/A

### 2.5.6 Page Mapping

N/A

### 2.5.7 Page Usage/Data Volume Impacts

N/A

## 2.6 Database Changes

### 2.6.1 Overview

Update the CalSAWS system to allow for more than one System Administered Worker Code.

### 2.6.2 Description of Change

1. Update the CalSAWS system to allow more than one System Administered Worker Code.
  - a. System Administered Worker Code will be categorized as either 'Generic Worker' or 'IVR Worker'.
    - i. Convert the current staff records to use the System Administered Worker Code.

**Note:** The following pages will need to be updated to be able to support more than one System Administered Worker Code. Please refer to the Appendix section for more details on how the following pages will look like.

- a. Call Log
- b. New Program Detail
- c. Position Detail
- d. Position Search
- e. Staff Assignment List
- f. Staff Assignment Detail
- g. Staff Detail
- h. Staff Search
- i. Subscriber County Review List
- j. Unit Detail
- k. Unit Search

### 2.6.3 Page Mapping

Update page mapping for Position Detail page and Staff Detail page to now reference the System Administered Worker Code.

## 3 REQUIREMENTS

---

### 3.1 Project Requirements

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

## 4 APPENDIX

---

PAGE NAME	DESCRIPTION
Call Log Detail	On the Call Log Detail page, the 'Transfer Complete' button will present (this will display the day after the Call Log Record is created) and will receive the following validation when the Medi-Cal program is assigned to a System Administered Worker. Validation will display the following message: 'Transfer Complete – This action cannot be taken until the program is reassigned.'
New Program Detail	When a new Case is being created through the 'New Program Detail page, when the Source field is equal to 'RCC' and one of the Programs being added is Medi-Cal, The Medi-Cal program will automatically be assigned to a generic Worker.  Note: After clicking the 'Save and Continue' button it will save the information and the worker will automatically be directed to the Case Summary page (it will bypass the 'Pending Assignment List' page). On the Medi-Cal program block, it will display that the Medi-Cal program is assigned to a Generic Worker.

Position Detail	When the Position is a System Administered Worker, a 'lock' icon will display for that specific Worker ID (Edit button and Copy button will not display). There will also be a field titled 'System Administered' and it will display a 'Yes' value.
Position Search	When the Position is a System Administered Worker, a 'lock' icon will display for that specific Worker ID (Edit button will not display).
Staff Assignment List	When the Position is a System Administered Worker, a 'lock' icon will display for that specific Worker ID.
Staff Assignment Detail	When a worker tries to assign Staff to a Position that is a System Administered Worker through the Staff Assignment Detail page, upon clicking the 'Save and Return' button, a validation message will display. Validation message will display as one of the following messages (this is dependent on if the Position or Staff are System Administered): 'Worker Identification – Position selected is System Administered. Please select a different value.' or 'Select – Staff selected is System Administered. Please select a different worker.'
Staff Detail	When Staff is associated to a Position with a System Administered code, a 'lock' icon will display for that specific Staff (Edit button, Security Assignment button and Document Access button will not display).  When viewing the Staff Detail page, there will also be a field titled System Administered and have the value of 'Yes'.
Staff Search	When Staff is associated to a Position with a System Administered code, a 'lock' icon will display for that specific Staff (Edit button, Drop Down field, Update Button and Check box [if applicable] will not display).
Subscriber County Review list	The Call Log Record will display on the Subscriber County Review List, if the Medi-Cal program is assigned to a Generic Worker.  Note: All other conditions still apply for the Call Log Record to display on the Subscriber County Review List (i.e. Call Source is Covered California etc.).
Unit Detail	When there's a Position with a System Administered code associated to a Unit, a 'lock' icon will display for that specific Unit (Edit button will not display).
Unit Search	When there's a Position with a System Administered code associated to a Unit, a 'lock' icon will display for that specific Unit (Edit button will not display).



# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-223936

DDID 1629

Task Management

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Justin Dobbs
	Reviewed By	Sarah Cox, Dymas Pena, Carlos Albances, Pandu Gupta

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
4/9/2021	1.0	Initial Revision	Justin Dobbs
5/18/2021	1.1	Content Revision #1 <ul style="list-style-type: none"> <li>Clarified verbiage and added the word "Type" in Description of Changes, section 2.1.2.1.b.</li> </ul>	Rakan Ali

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# 1 OVERVIEW

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This design outlines modifications to a population of CSC Task Types to be read only.

## 1.1 Current Design

The CalSAWS System includes functionality to create tasks in an automated fashion via the nightly batch processes or by specific worker actions. SCR CA-214928 for DDID 34 includes recommendations to introduce Automated Action functionality as part of the Unified Task Management solution. This framework allows a level of configuration for automated tasks that can be maintained by the counties.

DDID 1629 has been phasing CalSAWS automated tasks into the Automated Action framework. A population of Task Types are considered System Tasks, which are tied to specific processing in the CalSAWS System. CSC Category Task Types are considered System Tasks.

## 1.2 Requests

Update Task Types with a Category of CSC to be read only as they are considered system tasks. The intent of configurability restriction is to prevent any disruption to existing processing logic for these specific Tasks.

## 1.3 Overview of Recommendations

Update non-custom CSC Category Task Types to be read only.

## 1.4 Assumptions

1. Task Types with a Category of CSC are specific to Los Angeles county and are invoked through the Los Angeles county call center solution.
2. New custom Task Types with a Category of CSC that are created by county users will be treated as custom Task Types and will not be read only. There is no automated processing tied to these Task Types.

## 2 RECOMMENDATIONS

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This section will outline recommendations to adjust the CSC Task Types to be read only as they are considered CalSAWS System task types.

### 2.1 Update CSC Category Task Types to be Read Only

#### 2.1.1 Overview

Task Types with a Category of CSC are considered CalSAWS System task types. This section describes updates to make these Task Types read only to not disrupt processing logic specific to these Task Types.

#### 2.1.2 Description of Changes

1. Update existing CSC Category Task Types

Update CSC Category non-custom Task Types to be read only. Logic specific to CSC Category Task Types is imbedded within the logic of the CalSAWS System requiring the Task Types to not be configurable.

- a. Update the Task Type List Page to not display the remove checkbox or the Edit button for CSC Category Task Types. Reference Appendix 7.1 for the specific list of Task Types.
- b. Update the Task **Type** Detail Page to not display the Edit button for CSC Category Task Types. Reference Appendix 7.1 for the specific list of Task Types. These Task Types will be view only.

Note: The CSC Category Task Types in Appendix 7.1 are specific to Los Angeles county.

### 3 SUPPORTING DOCUMENTS

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N/A

## 4 REQUIREMENTS

### 4.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1629	<p>The CONTRACTOR shall update the existing LRS automated tasks, as specified in the "Task Management LRS Automated Task Inventory" appendix, into the CalSAWS Software for all 58 Counties; as well as update current task configurations for Los Angeles County into the CalSAWS Software as default settings for Los Angeles County.</p>	<ul style="list-style-type: none"> <li>- Existing thresholds for authorization based tasks will remain the same, and threshold amounts will not be configurable by county.</li> <li>- Support for mapping CalWIN automated tasks to LRS automated tasks is not included.</li> <li>- Automated tasks included in this DDID would be set to "Inactive" at cutover for CalWIN counties.</li> <li>- Please refer to CalSAWS Agreement Exhibit U Schedule 1 – Attachment 1 Contractor Assumptions Inventory List, worksheet 'LRS Automated Tasks'</li> </ul>	<p>The CSC Category Task Types referenced in the Appendix are considered System Tasks and do not require an Automated Action. This design will make the Task Types read only to support CalSAWS System processing.</p>

## 5 MIGRATION IMPACTS

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N/A

## 6 OUTREACH

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N/A

## 7 APPENDIX

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### 7.1 CSC Category Task Types

- ABAWD
- Add Individual
- Alternate Card Holder
- Case Status
- Documentation - Provided to District Office by PT.
- Domestic Violence
- Earned Income
- Edit Individual
- Employee Recipient
- Fleeing Felon
- Immigration Status
- Marital Status
- Medical Renewal - Change
- Mental Health Appt. Request
- Minor Consent
- Missed 2nd Recertification Appt
- Other CSC Task
- Other Sensitive Services
- Periodic Reports
- Property
- Pt. Requesting New/Cancel Direct Deposit
- Remove Individual
- Rent
- Returning Workers Call
- Sanctions
- Time Limits
- Unearned Income
- Utilities
- Workfare Project
- eICT

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-227257

Update the Non-MAGI Screening and Turning 65  
Packets to be available to all counties

<b>CalSAWS</b>	<b>DOCUMENT APPROVAL HISTORY</b>	
	Prepared By	Rainier Dela Cruz
	Reviewed By	Amy Gill

<b>DATE</b>	<b>DOCUMENT VERSION</b>	<b>REVISION DESCRIPTION</b>	<b>AUTHOR</b>
04/07/2021	1.0	Initial Revision	Rainier Dela Cruz
05/21/2021	1.1	Add recommendation to not display the reprint centrally button for previously generated packets.	Rainier Dela Cruz

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# 1 OVERVIEW

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## 1.1 Current Design

The Non-MAGI Screening and Turning 65 Packets are only available to Los Angeles County in the Template Repository. While the Non-MAGI Screening Packet automated batch process is configured to run for all counties, the Non-MAGI Turning 65 Packet automated batch process is only configured to run for Los Angeles County.

## 1.2 Requests

The Non-MAGI Screening and Turning 65 Packets need to be available to all counties from the Template Repository. The Non-MAGI Turning 65 Packet also need to be sent through the automated batch process for all counties.

## 1.3 Overview of Recommendations

1. Update the Template Repository county visibility for the Non-MAGI Screening Packet to all counties.
2. Update the Template Repository county visibility for the Non-MAGI Turning 65 Packet to all counties.
3. Update the Non-MAGI Turning 65 Packet batch process to run for all counties.
4. Update the scheduling of Mailing Priority 05 bundling batch jobs for the C-IV Migration Counties to run daily.
5. Create the Mailing Priority 05 bundling batch jobs for the CalWIN Migration Counties.
6. Conduct central print testing with the new print vendor by generating test bundles of the Non-MAGI Screening and Turning 65 Packets.
7. Update the Document Detail page to not display the Reprint Centrally button for the Non-MAGI Screening and Turning 65 packets if the document date is before the implementation of the updates to the packets.

## 1.4 Assumptions

1. The automated batch process (PB00R538) that sends out the Non-MAGI Screening Packet runs for all counties.

## 2 RECOMMENDATIONS

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### 2.1 Non-MAGI Screening Packet

#### 2.1.1 Overview

The Non-MAGI Screening Packet is only available to Los Angeles County. Update the packet to be available to all counties.

**State Form:** N/A

**Current Programs:** Medi-Cal

**Current Attached Form(s):** N/A

**Current Forms Category:** Application

**Existing Languages:** English, Spanish

#### 2.1.2 Description of Change

1. Update the Template Repository visibility from 'Los Angeles County only' to 'All Counties'.
2. Update the mailing priority from '04' to '05'.
3. Update the coversheet:
  - a. Align the addresses on the first page to match the address windows on the half size flat mail envelope.
  - b. Update the second page to use the BRM header.

**Form Mockups/Examples:** Please see Supporting Documents #1 for an example.

4. Update the population logic to populate the BRM address on the second page of the coversheet. Use the existing framework to determine the address to populate on the form.

### 2.2 Non-MAGI Turning 65 Packet

#### 2.2.1 Overview

The Non-MAGI Turning 65 Packet is only available to Los Angeles County. Update the packet to be available to all counties.

**State Form:** N/A

**Current Programs:** Medi-Cal

**Current Attached Form(s):** N/A

**Current Forms Category:** Application

**Existing Languages:** English, Spanish

### 2.2.2 Description of Change

1. Update the Template Repository visibility from 'Los Angeles County only' to 'All Counties'.
2. Update the mailing priority from '04' to '05'.

**Note:** Mailing priority 04 is reserved for packets. When the packets are sent to the print center, the packets for Los Angeles County are placed in the full size flat mail envelope, while the packets for the Migration Counties are placed in the half size envelope. The Non-MAGI Screening and Turning 65 Packets are being moved to mailing priority 05 so that the packets are placed in the half size flat mail envelopes for all counties.

3. Update the coversheet:
  - a. Align the addresses on the first page to match the address windows on the half size flat mail envelope.
  - b. Update the second page to use the BRM header.

**Form Mockups/Examples:** Please see Supporting Documents #2 for an example.

4. Update the population logic to populate the BRM address on the second page of the coversheet. Use the existing framework to determine the address to populate on the form.

## 2.3 Non-MAGI Turning 65 Packet Batch Job

### 2.3.1 Overview

The Non-MAGI Turning 65 batch job only runs for Los Angeles County. Update the batch job to run for all counties.

### 2.3.2 Description of Change

1. Update the Non-MAGI Turning 65 batch job (PB19R1981) to a '00' job that runs for all counties.

### 2.3.3 Execution Frequency

No change.

### 2.3.4 Key Scheduling Dependencies

No change.

### 2.3.5 Counties Impacted

All counties.

### 2.3.6 Data Volume/Performance

The estimated number of records this batch processes is 5,200 per month.

### 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 Mailing Priority 05 Bundling Batch Jobs

### 2.4.1 Overview

The mailing priority 05 bundling batch jobs for the C-IV Migration Counties currently exist in CalSAWS but are not scheduled to run. The bundling batch jobs do not exist for the CalWIN Migration Counties in CalSAWS. Update the scheduling of bundling batch jobs for the C-IV Migration Counties to run daily and create the batch jobs for the CalWIN Migration Counties.

### 2.4.2 Description of Change

1. Schedule the PBXXP405 batch jobs for the C-IV Migration Counties.  
**Note:** The 'XX' denotes the county code. For example, PB36P405 is the priority 05 bundling job for San Bernardino.
2. Create the PBXXP405 batch jobs for the CalWIN Migration Counties.

### 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 job (PB19P405).

### **2.4.5 Counties Impacted**

Migration Counties.

### **2.4.6 Data Volume/Performance**

Approximately 5,200 records are processed monthly by the PBXXP405 jobs.

### **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 Central Print Testing**

### **2.5.1 Overview**

Conduct central print testing with the new CalSAWS print vendor by generating test bundles for mailing priority 05 and sending the bundles to the new print vendor to be printed.

### **2.5.2 Description of Change**

1. Create a test bundle for mailing priority 05 for Los Angeles County. When creating the test bundle, include both the Non-MAGI Screening Packet and Non-MAGI Turning 65 Packet.
2. Create a test bundle for mailing priority 05 for the Migration Counties. When creating the test bundle, include both the Non-MAGI Screening Packet and Non-MAGI Turning 65 Packet and generate bundles for different counties.

## **2.6 Update Reprint Functionality for Packets**

### **2.6.1 Overview**

Currently, previously generated Non-MAGI Screening and Turning 65 packets can be reprinted centrally. Since the Non-MAGI Screening and Turning 65 packets are being moved to mailing priority 05 so that the packets are placed in the half size flat mail envelopes for all counties, when the previously generated packets are reprinted, the address location will not align with the half size flat mail envelope. Update the logic that displays the reprint centrally button to hide the button for previously generated packets.

## 2.6.2 Description of Change

1. Update the reprint functionality to not allow the Non-MAGI Screening and Turning 65 packets to be reprinted centrally if the document date is before the implementation of the updates to the packets.

**Technical Note:** The reprint buttons on the Document Detail page is controlled by the print button visibility indicator for a form. Update the logic in the Generated Document Controller to set the print button visibility indicator of the packet to 'AN' (None ).

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Client Correspondence	Non-MAGI Screening Packet Coversheet Mockup	NM_SCREENING_PKT_COVERSHEET_EN.pdf NM_SCREENING_PKT_COVERSHEET_SP.pdf
2	Client Correspondence	Non-MAGI Turning 65 Packet Coversheet Mockup	NM_TURNING_65_PKT_COVERSHEET_EN.pdf NM_TURNING_65_PKT_COVERSHEET_SP.pdf

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> <li>a. Appointment notices;</li> <li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li> <li>g. Information notices and stuffers;</li> <li>h. Case-specific verification/referral forms;</li> <li>i. GR Vendor notices;</li> <li>k. Court-mandated notices, including Balderas notices;</li> <li>l. SSIAP appointment notices;</li> <li>m. Withdrawal forms;</li> <li>n. COLA notices;</li> <li>o. Time limit notices;</li> <li>p. Transitioning of aid notices;</li> <li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li> <li>r. Non-compliance and sanction notices;</li> <li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li> <li>t. Corrective NOAs on State Fair Hearing decisions;</li> <li>u. CSC paper ID cards with LRS-generated access information; and</li> <li>v. CSC PIN notices.</li> </ul>	<p>The updates will allow the Non-MAGI Screening and Turning 65 Packets to be generated and sent out for all counties.</p>