C-IV Migration to CalSAWS

County Prep Phase Packet – Required Activities

	DOCUMENT HISTORY	
CalsAWs	Prepared By	CalSAWS Implementation Team

DATE	DOCUMENT VERSION	REVISION DESCRIPTION
6/11/2021	1.0	Initial Version, distributed with CIT 0139-21
8/12/2021	2.0	 Added 'Change Description' Section to call out the differences between Versions 1.0 and 2.0 Updated Section 3.5 – Document Routing Rules Moved Fiscal Authorization from Optional Packet to Required Packet

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1 CHANGE DESCRIPTION

1.1 Updated Document Routing Rules

1.1.1 Functional Overview

Document Routing Rules functionality exists to provide administrative users the ability to configure task creation and routing rules based on Document Type and Form Number/Name.

1.1.2 Update to Packet

Guidance has been modified in this packet, as users will not be able to create Document Routing Rules during the County Prep Phase. The ability to configure Document Routing Rules hinges on the availability of Task Types and Banks in the System. C-IV converted Task Types and Banks needed to create Document Routing Rules will be made available in CalSAWS on September 27.

To prepare for Go Live, users will need to confirm that C-IV automated action settings are accurate for their County. Counties will now have until September 21 to make updates in C-IV Production for automated actions. The Project team will use the C-IV automated actions listed in the Document Routing Rules section of this packet to pre-load routing rules that will execute at the time of Go Live.

Authorized users will have the ability to modify and create Document Routing Rules in CalSAWS starting on September 27.

1.2 Moved Fiscal Authorizations from Optional to Required Activity

1.2.1 Functional Overview

The Payment/Valuable Request Authorization and Payment/Valuable Request Authorization Detail pages have been added to allow specified county admin users to configure authorizations for each program. Authorization functionality for Payment/Valuable Requests will be required.

1.2.2 Update to Packet

Programs that utilize Payment/Valuable requests will not be authorized until an individual who is set up with 1st Level Authorization reviews and authorizes the issuance. Counties must set up Fiscal Authorizations during County Prep in order to issue Payment/Valuable Requests for all Programs on day 1 of go-live. This must be set up for all units.

2 OVERVIEW

2.1 Purpose

The purpose of this document is to prepare the C-IV Counties for the activities to take place during the County Prep Phase (August 30, 2021 – September 23, 2021).

More specifically, the purpose of this packet is for C-IV Counties to:

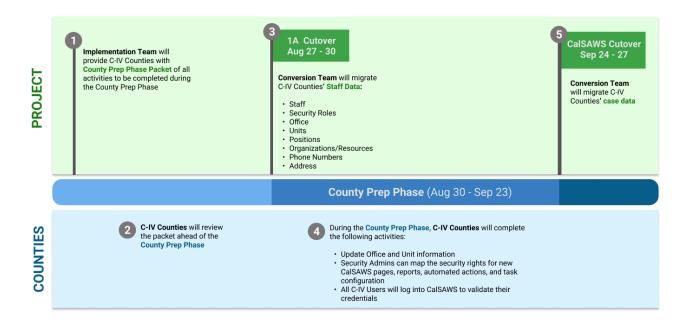
- Review and understand the instructions for required updates that need to be completed during County Prep Phase; and
- Understand the project support that is available to C-IV Counties during the County Prep Phase.

2.2 What is the County Prep Phase?

The County Prep Phase is the one-month period prior to C-IV cutover to CalSAWS, when Security Administrators will have the opportunity to update Staff Profiles and County Organization Data. All active C-IV users will also have the opportunity to validate their credentials.

The figure is the sequence of events to occur before, during, and after the County Prep Phase.

Figure 2.2.1 County Prep Phase Timeline



2.3 Overview of County Prep Phase Activities

C-IV Counties will review this packet in preparation for the activities to take place during the County Prep Phase.

County Prep Phase Activities can either be Required or Optional for C-IV Counties to complete. Please review the County Prep Phase Packet – Optional Activities to review the optional items. See the table below for a high-level overview of each activity provided in this packet. Detailed instructions are provided in Section 2.

Table 2.3.1 County Prep Phase Activities

Activity Name	Activity Description	County Action
Login to CalSAWS	All C-IV users will login to CalSAWS to validate their credentials.	All C-IV users need to login to CalSAWS to validate their credentials. Note: Instructions can be found in a separate packet called County Prep Phase Packet_Instructions for Logging into CalSAWS
Add Programs to the Office Detail page	Several C-IV County offices do not have programs added under 'Programs Offered' on the Office Detail page. If the associated programs are not selected for each office, then the office will not receive e-applications from BenefitsCal.	C-IV Counties will need to add the programs offered for each office, in order for e-Applications to be routed from BenefitsCal to the appropriate office.
Mileage Rates	Counties will need to go into the Mileage Rate Detail page and add their county's mileage rates. C-IV mileage rates cannot be converted to CalSAWS because they are not "compatible" with the current page. Counties need to enter the retro dated mileage rates on the Mileage Rate Detail page. If retro or high dated mileage rates are not added, Counties will not be able to issue private mileage reimbursement to their WTW/REP Participants.	Counties need to enter the retro dated mileage rates on the Mileage Rate Detail page.

Validate/Update In C-IV, users cannot modify EBT C-IV Counties to validate the **EBT Printers** printer office assignment unless they mapping of EBT printers to offices, go through the SCR process. and determine if other offices In CalSAWS, users with appropriate need access to the EBT printers. security rights can update EBT printer to one or more office assignment. New tables created in CalSAWS will allow the counties to maintain their EBT Printers. Conversion will populate the new tables with C-IV's current active FBT Printer information. Document Update: Please note that Counties Update: Please note that **Routing Rules** are no longer advised to configure Counties are no longer advised to Document Routing Rules during the configure Document Routing County Prep Phase. Rules during the County Prep Phase. The Project team will use the related configurations for specified Users will need to ensure that C-IV automated actions to pre-load automated action settings are Document Routing Rules that will accurate for their County. execute at the time of Go Live. Counties will now have until September 21 to make updates in Users are encouraged to continue C-IV Production for specified planning for additional Document automated actions. Routing Rules that will be useful for their County. After migration, administrative users will configure Document Routing Rules based on Document Type and Form Number/Name. Administrative users can select 'Edit' on a Document Routing Rule to modify an existing rule or 'Add Document Routing Rule' from the Document Routing Rule List page to add a new rule for their County. Users can create as many or as few Document Routing Rules as needed for each County.

Update 'Public Hours of Operation' on the Office Detail page Allows a user with the appropriate security rights to customize the county's office hours. CalSAWS will default public hours of operation to be 8:00 a.m. – 5:00 p.m., but

Update office hours if they are outside of the default 8:00 a.m. – 5:00 p.m. window

individual offices can update as appropriate. Various system functions rely on these entries, such as scheduling customer appointments (especially for offices that accept e-applications) and appearing on Forms/NOAs as applicable. **Fiscal** The Payment/Valuable Request If Counties would like to have the **Authorization** Authorization and same worker create and Payment/Valuable Request authorize the request, counties Authorization Detail pages have must provide the worker with the been added to allow specified Security Group to do so: Payment county admin users to configure Requests Approve. authorizations for each program. This means that all programs that Authorization functionality for utilize Payment/Valuable requests Payment/Valuable Requests will be will not be authorized until an required. individual who is set up with 1st A new 'Fiscal Payment/Valuable Level Authorization reviews and Request' section has been added to authorizes the issuance. Counties display all programs available for **must** set up Fiscal Authorizations service arrangements for each during County Prep in order to county. Each program will be a issue Payment/Valuable Requests hyperlink, which navigates users to for all Programs on day 1 of gothe Payment/Valuable Request live. This must be set up for all Authorization List page in View units. Mode and will be text only in Edit

2.4 Project Support for County Prep Phase

A bridge line will be available from 8:00 a.m. to 5:00 p.m. Monday-Friday during the first two weeks of the County Prep Phase (August 30-September 10) to assist with answering questions and clarifying procedures for completing the County Prep Phase Activities and the Security Mappings. The bridge line will be accessible by IPOCs, TPOCs, PPOCs, and Security Administrators.

Mode. 'No' is **not** an option for Payment/Valuable Requests.

3 REQUIRED COUNTY PREP PHASE ACTIVITIES

This section provides all step-by-step procedures and relevant information for each **required** County Prep Phase Activity listed in Table 1.3.1, including instructions on how to update.

3.1 Add Programs to the Office Detail page

Overview

<u>C-IV As-Is:</u> Several offices do *not* have programs added under 'Programs Offered' on the Office Detail page.

<u>Required County Action</u>: C-IV Counties will need to add the programs offered for each office in order for e-Applications to be routed to the appropriate office from BenefitsCal.

Page Location

Office Detail page

Global: Admin ToolsLocal: Office Admin

• Task: Office

Impact Analysis

If the associated programs are not selected for each office, then the office will **not** receive e-applications from BenefitsCal.

Instructions for Updating Programs on Office Detail page

- 1. Navigate to the Office Detail page. Those who have access to the Office Detail page in C-IV will continue to have access in CalSAWS and can make the associated updates.
- 2. Review the section 'Programs Offered' on the Office Detail page.
 - a. If no programs already exist, then add the Program(s) for the Office with the current 'Begin Date'.
 - b. If programs already exist, then review and validate that the Programs(s) are correct for the Office.
- 3. Repeat Steps 1-2 for each Office within the County.

3.2 Update 'Public Hours of Operation' on the Office Detail page

Overview

CalSAWS will default public hours of operation to be 8:00 a.m. – 5:00 p.m. Counties may update individual office hours as appropriate.

Purpose

A new section for 'Public Hours of Operation' has been added to the Office Detail page. New fields in the in the 'Public Hours of Operation' Section are 'Start Time' and 'End Time'. The 'Public Hours of Operation' section will be prepopulated when the Office Detail page is accessed. The 'Start Time' and 'End Time' for each day of the week can be updated when the user selects a time from the drop-down.

Page Location

Office Search Page

Global: Admin ToolsLocal: Office Admin

• Task: Office

Enter appropriate search criteria

Select the Office ID hyperlink

Required Security Groups/Roles to Perform Update

Security Group	Group Description	Group to Role Mapping in CalSAWS
Office Admin Edit (Common Group)	Edit offices, units, and staff	County Dependent

Impact Analysis

If the 'Public Hours of Operation' fields are not updated, the hours will be defaulted to 8:00 a.m. – 5:00 p.m. for Monday through Friday.

3.3 Mileage Rates

Overview

There exists a design difference for how mileage rates are captured between C-IV and CalSAWS.

- In the C-IV system, a mileage rate record is defined by an 'Amount' field (Figure 2.2.1).
- In the CalSAWS system, the mileage rate record has a single mileage threshold, with under and over mileage rates. For example, if the 'Threshold' is set to 500

miles, then the 'Under Rate' can be \$0.52/mile and the 'Over Rate' can be \$0.15/mile (Figure 2.2.1).

Required County Action: For the C-IV counties to adapt to CalSAWS functionality, where the mileage rate record will have a threshold with under and lower mileage rates defined, Counties will need to go into the Mileage Rate Detail page as part of the pre-go live activities and add their county's current mileage rates. The current C-IV mileage rates will not be converted automatically because they are not compatible with the current page. The page has therefore been modified to allow users to enter retro dated mileage rates. If users do not add any retro or high dated mileage rates, they will not be able to issue private mileage reimbursement to their WTW/REP (Refugee Employment Program) Participants.

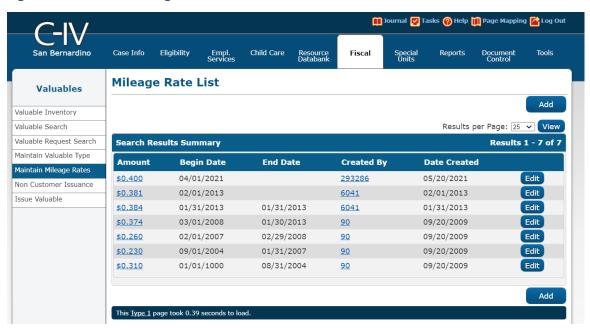
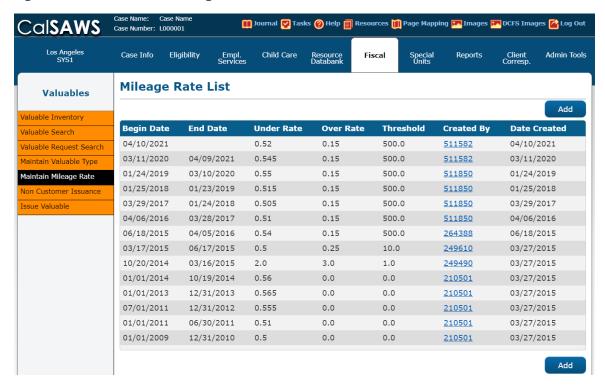


Figure 3.3.1 C-IV Mileage Rate List

Figure 3.3.2 CalSAWS Mileage Rate List



Page Location

Mileage Rate List Page

Global: FiscalLocal: Valuables

Task: Maintain Mileage Rates

Instructions for Updating the Mileage Rate Detail page

- 1) On the Mileage Rate List page, click the 'Add' button to navigate to the Mileage Rate Detail page.
- Complete the required fields on the Mileage Rate Detail page.
- 3) Select the 'Save and Return' button.

Figure 3.3.3 CalSAWS Mileage Rate Detail



Required Security Groups/Roles to Perform Update

'Mileage Rate Edit' and 'Mileage Rate View' are Common Groups shared between C-IV and CalSAWS. No change to current groups.

The Mileage Rate Detail and Mileage Rate List pages contains two security groups:

Security Group	Group Description	Group to Role Mapping in CalSAWS
Mileage Rate Edit (Common Group)	Edit and View Mileage Rate	Aligns to 49 Security Roles across 27 Counties. See Security Matrix for specific role names.
Mileage Rate View (Common Group)	View Mileage Rate	Aligns to 66 Security Roles across 25 Counties. See Security Matrix for specific role names.

Impact Analysis

If retro or high dated mileage rates are not added, Counties will not be able to issue private mileage reimbursement to their WTW/REP Participants.

3.4 Validate/Update EBT Printers

Overview

In C-IV, users cannot modify EBT printer office assignments unless they go through the SCR process. In CalSAWS, users with appropriate security rights can update EBT printer office assignments. CalSAWS will be populated with C-IV's current active EBT Printer information upon conversion with one office associated per EBT printer.

The EBT Printer Detail page allows a User with the appropriate rights to add or edit an EBT printer. When editing an EBT printer, Offices can be associated or disassociated with the printer.

EBT printers will only be assigned to one office upon Conversion. If an EBT printer is used by more than one office, a user with the appropriate security rights should validate the EBT printers associated to their office and update the printer-to-office association as

appropriate. Review the 'EBT Printer Mapping' Appendix Document to view which EBT printer(s) is/are currently associated to your office. If an office needs to be added to a printer, follow the steps below.

Page Location

Global: FiscalLocal: EBT

• Task: EBT Printer Search

o Enter the appropriate Search Criteria

 Select the Printer ID hyperlink or the 'Edit' button to navigate to the EBT Printer Detail page

To add a printer to an office:

- 1. Navigate to the EBT Printer Detail page
- 2. Under the 'Search Results Summary' section select 'Add'
- 3. Enter the appropriate criteria to search for the desired office
- 4. Select the correct office
- 5. The EBT Printer is now associated to that office

Required Security Groups/Roles to Perform Update

Security Group	Group Description	Group to Role Mapping in CalSAWS
EBT Printer	Access to EBT Printer Search view/edit rights and EBT Printer Detail view/edit rights	Fiscal Staff, Fiscal Supervisor, View Only

Impact Analysis

Validate that the EBT printers currently associated to the office are correct. If an EBT printer is missing, the Counties will need to update the office to printer association. Once updated, the missing printer will appear in the printer dropdown for that office.

Additional Materials

Appendix - EBT Printer Mapping

3.5 Document Routing Rules

Overview

CalSAWS has Document Routing Rule List, Document Routing Rule Detail, Select Form, and Document Routing Rule Program Detail pages. These pages are not in the C-IV system.

As part of the Task Administrative functionality, the *Document Routing Rule Detail* page enables authorized users to configure task creation and routing rules for their County based on Document Type and Form Number/Name. Multiple forms can be affiliated to a single Document Routing Rule. However, each form can only be associated to a single active Document Routing Rule. Task assignments can be configured by program and program status or specific bank for each Document Routing Rule.

Note that although guidance on utilizing these pages during the County Prep Phase has changed, authorized users will have the ability to navigate to these System pages.

Page Location

The Document Routing Rule List Page

Global: Admin Tools

• Local: Admin

Task: Document Routing

The other Document Routing Rule pages can be accessed from the Document Routing Rule List page.

Figure 3.5.1 CalSAWS Document Routing Rule List page



Figure 3.5.2 CalSAWS Document Routing Rule Detail page

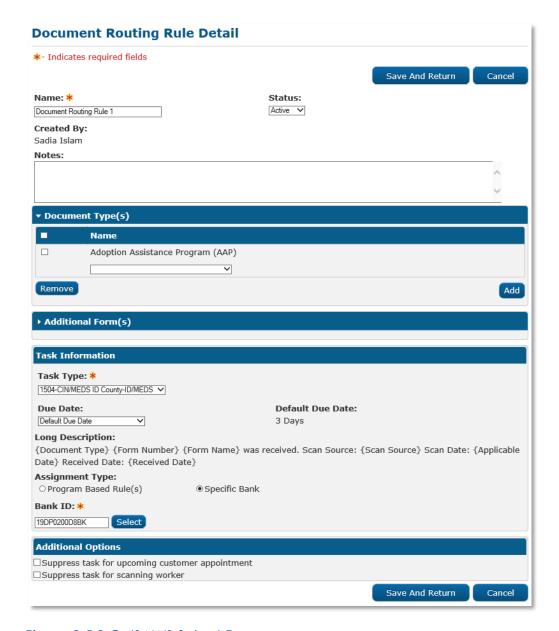


Figure 3.5.3 CalSAWS Select Form page

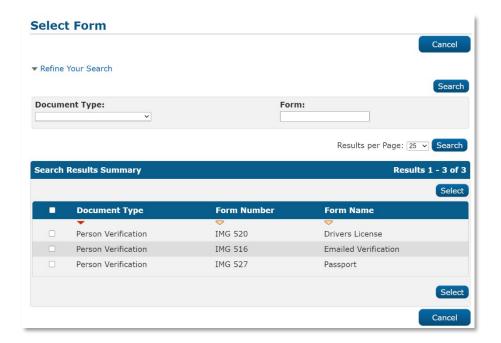


Figure 3.5.4 CalSAWS Document Routing Rule Program Detail page



Required Security Groups/Roles to Perform Update

Security Group	Group Description	Group to Role Mapping in CalSAWS
Document Routing Rule View	View access Document Routing Rule Pages	View Only
Document Routing Rule Edit	View and Edit access to Document Routing Rule Pages	N/A

Impact Analysis

Users will **not** be able to create Document Routing Rules during the County Prep Phase. This functionality requires the availability of Task Types and Banks in the System. C-IV converted Task Types and Banks needed to create Document Routing Rules will not be made available until the weekend prior to the Go Live event on September 27.

To prepare for Go Live, users will need to ensure that C-IV automated action settings are accurate for their County. Counties will now have until September 21 to make updates in C-IV Production for the automated actions specified below. The Project team will use the automated action configurations found on the Automated Action List page to pre-load Document Routing Rules that will execute at the time of Go Live. Additional information outlining the pre-loaded document routing rules and associated forms will be available in the Go Live Packet, to be distributed ahead of Go Live in September.

Authorized users are encouraged to continue planning for additional Document Routing Rules that will be useful for their County. Users will have the ability to modify and create Document Routing Rules in CalSAWS starting on September 27.

Automated Action List Page Location

Global: Admin Tools

Local: AdminTask: Task Admin

Action and Task Information to be verified for the following Automated Actions:

- 1. Customer Report Received: ABD MC RE Packet
- 2. Customer Report Received: CCRR
- 3. Customer Report Received: CF RE Packet
- 4. Customer Report Received: CW RE Packet
- 5. Customer Report Received: CW/CF RE Packet
- 6. Customer Report Received: LTC MC RE Packet
- 7. Customer Report Received: MAGI RE Packet
- 8. Customer Report Received: MC RE Packet
- 9. Customer Report Received: Mixed MC RE Packet
- 10. Customer Report Received: Non-MAGI LTC Mixed HH RE Packet
- 11. Customer Report Received: Non-MAGI Packet
- 12. Customer Report Received: Non-MAGI Screening Aged 65 Packet
- 13. Customer Report Received: Review
- 14. Customer Report Received: SAR 7
- 15. Customer Report Received: TMC 176 S
- 16. Customer Report Received: WTW 733.4
- 17. Customer Report Received: WTW 735.2
- 18. Customer Report Received: WTW 753A
- 19. Image Documents Uploaded: Review
- 20. TNB 4 Recertification Packet Received

Additional Materials

Additional information on the pre-loaded document routing rules and associated forms will be available in the Go Live Packet, to be distributed ahead of Go Live in September.

For a more in-depth functional explanation on the Document Routing Rule functionality, please refer to the Task Management – Document Routing Rules Quick Guide and Task Management for Administrators Web-Based Training (WBT), which will be available in the Learning Management System (LMS) during the Early and General Training periods.

3.6 Fiscal Authorization (DDID 1052, 1092, 1094, 1095, 1096)

Overview

Supervisor Authorization types of Payment/Valuable requests are configurable by each county. Users will manage authorizations of Payment/Valuable requests by program. New pages have been added to allow specified county admin users to configure authorizations for each program. The counties will have a first level authorization.

The following changes have been made in CalSAWS to allow counties to manage the authorization process of payment/valuable requests:

- 1. The County Authorizations page has been updated to allow users to manage authorizations of Payment/Valuable requests by programs. The default value is for the migration counties to have first level authorization
- 2. The Payment/Valuable Request Authorization and Payment/Valuable Request Authorization Detail pages have been added to allow specified county admin users to configure authorizations for each program.

Authorization functionality for Payment/Valuable Requests will be required.

Purpose

County Authorizations - Fiscal

The County Authorizations page is used to configure supervisor authorizations as appropriate for each county. Fiscal Authorizations for the following are configured on the County Authorizations page: Auxiliary Authorization, External Recovery Accounts, Issuance Method, Issuance Reissue/Replacement, and Transaction Refund. 'No' is an option for the above, but the **default** at migration will be 1st Level Authorization. If counties would like to turn off the 1st Level Authorization, a user with the appropriate security assignment **must switch the authorization to 'No'** upon editing the page.

Figure 3.6.1 Fiscal Section of County Authorizations Page

Fiscal	
Auxiliary Authorization	1st Level Authorization
External Recovery Account	1st Level Authorization
Interest Allocation	1st Level Authorization
Invoice	1st Level Authorization
Issuance Method	1st Level Authorization
Issuance Reissue	1st Level Authorization
Issuance Replacement	1st Level Authorization
Transaction Refund	1st Level Authorization

<u>County Authorizations – Fiscal – Payment/Valuable Request</u>

A new 'Fiscal Payment/Valuable Request' section has been added under 'Fiscal'. This section will display all programs available for service arrangements for each county. Each program will be a hyperlink which navigates users to the Payment/Valuable Request Authorization List page in View Mode and will be text only in Edit Mode. 'No' is **not** an option for Payment/Valuable Request Authorizations. Each unit will need one person assigned to the 1st level Authorization in order for Payment/Valuable Requests to be approved.

Only for Counties that opted into DDID 2082 (allow the same user to create and approve Payment Request): Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Imperial, Kern, Kings, Madera, Mariposa, Mendocino, Modoc, Monterey, Nevada, Plumas, San Joaquin, Shasta, Sierra, Tehama, and Trinity.

If the above listed counties would like to have the same worker create and authorize requests, they **must** assign that worker with the appropriate Authorization Level and confirm that they have the correct Security Group: Payment Requests Approve.

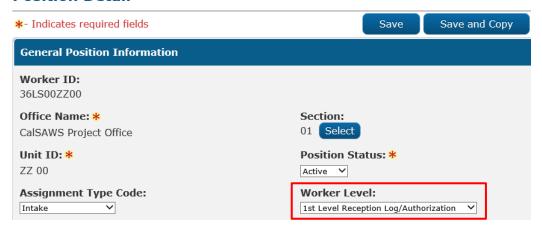
Figure 3.6.2 Fiscal – Payment/Valuable Request Section of County Authorizations Page



To add the appropriate Authorization level to the designated worker, navigate to the *Position Detail* page. Update the 'Worker Level' field to '1st Level Reception Log/Authorization'. The worker now has the appropriate authorization level to approve Payment/Valuable Requests for their unit. Note that only one person per unit can be assigned to the 1st Level Authorization.

Figure 3.6.3 Position Detail Page

Position Detail



Any program that utilizes Payment/Valuable requests will **not** be authorized until an individual who is set up with 1st Level Authorization reviews and authorizes the issuance. Counties must set up Fiscal Authorizations during County Prep in order to issue Payment/Valuable Requests for all Programs on day 1 of go-live. This must be set up for all units.

Payment/Valuable Request Authorization List

This <u>new</u> page will allow County users with the appropriate security to view and configure the level of authorization required for Payment/Valuable Requests of a program.

Payment/Valuable Request Authorization Detail

This <u>new</u> page will allow County users with the appropriate security to view and configure authorization levels for the specific program, need category, and need type. Also, users can set conditions/requirements for 2nd Level Authorization.

*History of the changes to Payment/Valuable Request Authorization Detail will not be tracked.

Page Location

County Authorizations

Global: Admin Tools

• Local: Admin

• Task: County Authorizations

Payment/Valuable Request Authorization List

• **Global:** Admin Tools

• **Local**: Admin

• Task: County Authorizations

Payment/Valuable Request Authorization Detail

• Global: Admin Tools

• **Local**: Admin

• **Task:** County Authorizations

Required Security Groups/Roles to Perform Update

The new Payment/Valuable Request Authorization List and Payment/Valuable Request Authorization Detail pages have the following security rights:

1. Security Rights

Security Right	Right Description	Right to Group Mapping
CountyAuthorizationView	View County Authorizations	County Authorization View County Authorization Edit
CountyAuthorizationEdit	Edit County Authorizations	County Authorization Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping in CalSAWS
County Authorization View	Gives the User the ability to edit County Authorizations	View Only
County Authorization Edit	Gives the User the ability to view County Authorizations	N/A

Impact Analysis

Potential change in expediency of payment/valuable distribution based on each County's choice to configure authorization levels for each program. This will also incur a need to decide what the appropriate authorization levels are for each county.