

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-209502: MEDS: Add Alerts 9070 and 9073 on
MEDS Alert Search page

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Muna
	Reviewed By	Carlos Zepeda

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/2/2021	1.0	Initial version	Jennifer Muna
2/1/2022	2.0	Content Revision to: <ul style="list-style-type: none"> Set default Task Information for new MEDS Alerts 	Jennifer Muna

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Add New MEDS Alerts 9070 and 9073.....	5
	2.1.1 Overview	5
	2.1.2 Description of Change.....	5
3	Requirements.....	6
	3.1 Project Requirements.....	6

1 OVERVIEW

This SCR outlines the necessary requirements to add the new MEDS alert (9070 and 9073) into CalSAWS.

1.1 Current Design

CalSAWS currently does not display MEDS alert 9070 and 9073 on the MEDS Alert Search page and MEDS Alert Admin page. These alerts are stated under the work effort M4694 - Change Cycle letter 446. This work effort will prevent improper payments for ineligible nonresident beneficiaries when the case becomes active again.

1.2 Requests

Add MEDS alert to display on the MEDS Alert Search page and MEDS Alert Admin page in CalSAWS

- 9070 – MOVED OUT OF STATE PER FEDERAL DATA; ELIG RE-EVAL REQ
- 9073 – RECON ADD REJECTED – OOS TERM ON MEDS; ELIG RE-EVAL REQ

1.3 Overview of Recommendations

1. Add new MEDS alert 9070 and 9073 to display on the MEDS Alert Search page and MEDS Alert Admin page in CalSAWS.

1.4 Assumptions

1. The Task Information panel will have an initial Status of 'Inactive' on the MEDS Alert Admin page. If the County activates the Task Information panel, they can complete the configuration options for the Task processing. A page validation will also require the county to select a Task Type to be used.

2 RECOMMENDATIONS

2.1 Add New MEDS Alerts 9070 and 9073

2.1.1 Overview

Add MEDS Alert 9070 and 9073 into the CalSAWS system. The new MEDS Alerts will be displayed on the MEDS Alert Admin page and MEDS Alert Search page

2.1.2 Description of Change

1. Add new MEDS alert with the following details:
 - a. Alert ID (External Number): 9070
 - b. Internal Number (System use only): 0777
 - c. Alert Description (Title Description): MOVED OUT OF STATE PER FEDERAL DATA; ELIG RE-EVAL REQ
 - d. Alert Type: Critical
 - e. Text Description: This daily alert is generated when beneficiary is closed in MEDS in connection with the residency verification program (PARIS or other).
 - f. Action Description: Reevaluate beneficiary's eligibility and close their case in CalSAWS if the client is not a resident of California
2. Add new MEDS alert with the following details:
 - a. Alert ID (External Number): 9073
 - b. Internal Number (System use only): 0809
 - c. Alert Description (Title Description): RECON ADD REJECTED – OOS TERM ON MEDS; ELIG RE-EVAL REQ
 - d. Alert Type: Critical
 - e. Text Description: This daily alert is generated when beneficiary is closed in MEDS in connection with the residency verification program (PARIS or other). The county did not update SAWS, and SAWS attempted to put the client back on at reconciliation, but it was rejected.
 - f. Action Description: Reevaluate beneficiary's eligibility and close their case in CalSAWS if the client is not a resident of California
3. Set MEDS Alert 9070 and 9073 to 'Active' on the MEDS_ALERT_CONFIG table.
4. Set the following default values for the Task Information on the MEDS Alert Admin Detail page for the new MEDS Alerts:
 - a. Status: Inactive
 - b. Task Type and Task Sub-Type: Blank
 - c. Long Description: MEDS Alert {Alert ID} – {Alert Description} has been received.
 - d. Due Date: Default Due Date
 - e. Default Due Date: 10 Days

- f. Initial Assignment: Default Assignment
- g. Default Assignment: MEDS Alert Task Distribution

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.3.7	The LRS shall provide a method for alerting COUNTY-specified Users when a discrepancy in LRS Data exists. When the LRS discovers a discrepancy, the LRS shall display information to the User for follow-up action, as necessary.	Adding MEDS Alert 9070 and 9073 to alert County Eligibility Workers when the beneficiary is closed in MEDS

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-210527: MEDS Alert Number 9581 for Age 25
years and 9 months old

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Muna
	Reviewed By	Carlos Zepeda

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8/27/2021	1.0	Initial version	Jennifer Muna
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Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Add New MEDS Alert 9581	5
	2.1.1 Overview	5
	2.1.2 Description of Change.....	5
3	Requirements.....	6
	3.1 Project Requirements.....	6

1 OVERVIEW

MEDS installed a new MEDS alert (9581) with Change Cycle Letter 451:

“MEDS shall provide SAWS batch support during the transition of beneficiaries identified, ages 19-25, who meet the criteria as they are placed into specific full scope Medi-Cal aid codes beginning November 22, 2019. The expansion for beneficiaries ages 19-25 into full scope Medi-Cal will have a January 1, 2020, effective date.

A MEDS Alert(s) shall be generated requiring 'redetermination' when an individual (undoc. immigrant regardless of citizenship or immigration status) ages out of Full Scope Medi-Cal at age 26”

This SCR outlines the necessary requirements to add the new MEDS alert (9581) into CalSAWS.

1.1 Current Design

CalSAWS currently does not display MEDS alert 9581 on the MEDS Alert Search page and MEDS Alert Admin page.

1.2 Requests

Add MEDS alert 9581- Potential Eligibility Change – Age 25 years and 9 months, to display on the MEDS Alert Search page and MEDS Alert Admin page in CalSAWS.

1.3 Overview of Recommendations

1. Add MEDS alert 9581 to display on the MEDS Alert Search page and MEDS Alert Admin page in CalSAWS.

1.4 Assumptions

1. The Task Information panel will have an initial Status of 'Inactive' on the MEDS Alert Admin page. If the County activates the Task Information panel, they can complete the configuration options for the Task processing. A page validation will also require the county to select a Task Type to be used.

2 RECOMMENDATIONS

2.1 Add New MEDS Alert 9581

2.1.1 Overview

Add MEDS Alert 9581 into the CalSAWS system. The new MEDS Alert will be displayed on the MEDS Alert Admin page and MEDS Alert Search page.

2.1.2 Description of Change

1. Add new MEDS Alert with the following details:
 - a. Alert ID (External Number): 9581
 - b. Internal Number (System use only): 0819
 - c. Alert Description (Title Description): POTENTIAL ELIGIBILITY CHG-AGE 25 YRS, 9 MOS.
 - d. Alert Type: Action
 - e. Text Description: This renewal alert is generated when client's age is 25 years and 9 months, and the client is approaching the end of the acceptable age limit (26 years old) for this program.
 - f. Action Description: Redetermination needed - initiate action to check the recipient's potential change in Medi-Cal.
2. Set MEDS Alert 9581 to 'Active' on the MEDS_ALERT_CONFIG table.
3. Set the following default values for the Task Information on the MEDS Alert Admin Detail page for the new MEDS Alerts:
 - a. Status: Inactive
 - b. Task Type and Task Sub-Type: Blank
 - c. Long Description: MEDS Alert {Alert ID} – {Alert Description} has been received.
 - d. Due Date: Default Due Date
 - e. Default Due Date: 10 Days
 - f. Initial Assignment: Default Assignment
 - g. Default Assignment: MEDS Alert Task Distribution

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.5.3.7	The LRS shall provide a method for alerting COUNTY-specified Users when a discrepancy in LRS Data exists. When the LRS discovers a discrepancy, the LRS shall display information to the User for follow-up action, as necessary.	Adding MEDS Alert 9581 to alert County Eligibility Workers that the beneficiary is approaching the acceptable age limit (26 yrs. old) for the Medi-Cal program.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-217869

Modify LRS CalSAWS Self Service Kiosk Check-In
Application to work with the new CalSAWS Self
Service Kiosk Portal

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Long Nguyen, Michael Wu, Balakumar Murthy, Shilpa Suddavanda, Himanshu Jain, Sumet Patil, Abel Lopez, Kenneth Lerch, Christopher Vasquez

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/3/2021	1.0	Initial	Erika.Kusnadi-Cerezo
7/15/2021	2.0	Content Revision 1: <ul style="list-style-type: none"> • 2 additional assumptions are added. • Added to Section 2.1.3 for the CalSAWS Self Service Kiosk to be integrated with ForgeRock SDK. <ul style="list-style-type: none"> ○ Section 2.1.3 #10 is updated to match the connection to ForgeRock using SDK instead of a new webservice. • Added to Section 2.3.2 to create a new Web service to pull Case Number information using GUID/County Code. • Added/Updates to Section 2.4.2 <ul style="list-style-type: none"> ○ Added to port over the 'login' webservice to springboot. ○ Added additional response for the 'caseauth' web service ○ Remove the 2 new web service that will need to be created since its no longer needed. ○ Removed the requirement to port over the verificationUploadService ○ Update the request/response parameter for the following webservice: caseIndividuals, caseProgramParticipants, appointments and isVerificationUploadAllowedService. 	Erika Kusnadi-Cerezo
7/21/2021	1.1	Content Revision 1: <ul style="list-style-type: none"> • Updated the mock up Figure 2.1.5 to display the format for the Medical Card 	Erika Kusnadi-Cerezo

		<p>BIC to just 01234567A</p> <ul style="list-style-type: none"> Remove '12345' from the new format to be display for the Medi-Cal BIC Card option (format will just be 01234567A). 	
8/11/2021	2.1	<p>Content Revision 2:</p> <ul style="list-style-type: none"> Remove #9 from Section 2.4.2 since it's not required. On Section 2.3.2 #2 added that the 'Emergency Request' parameter received from the application will be pass to CalSAWS as is. On Section 2.3.2 #3 added that the 'Individual' parameter received from the application will be pass to CalSAWS as is. Added #5 on Section 2.3.2 that the 'Visit Purpose' parameter received from the application will be pass to CalSAWS as is. 	Erika Kusnadi-Cerezo
8/19/2021	2.2	<p>Content Revision 2:</p> <ul style="list-style-type: none"> Updated Benefitscal.org reference to Benefitscal.com based on the latest information (section 2.2.3 #5). 	Erika Kusnadi-Cerezo
8/25/2021	2.3	<p>Content Revision 2:</p> <ul style="list-style-type: none"> Updated error code to be display on the application when webservice returns response code 204 for an appointment or parameter not found (section 2.4.2#8) CalSAWS Lobby Check-In removed from assumption #6 	Erika Kusnadi-Cerezo
9/3/2021	2.4	<p>Content Revision 2:</p> <ul style="list-style-type: none"> Added ER011 to also display on the error code response, for Section 2.2.3 #3.c.ii and updated Figure 2.2.9 to match 	Erika Kusnadi-Cerezo

Table of Contents

1	Overview	6
1.1	Current Design.....	6
1.2	Requests.....	6
1.3	Overview of Recommendations.....	6
1.4	Assumptions	7
2	Recommendations.....	8
2.1	CalSAWS Self Service Kiosk Application	8
2.1.1	Overview	8
2.1.2	CalSAWS Self Service Kiosk Application Mockup.....	8
2.1.3	Description of Changes	19
2.1.4	Page Location	24
2.1.5	Security Updates.....	24
2.1.6	Page Mapping.....	24
2.1.7	Page Usage/Data Volume Impacts	24
2.2	CalSAWS Lobby Check-In Application.....	24
2.2.1	Overview	24
2.2.2	CalSAWS Lobby Check-In Application Mockup	25
2.2.3	Description of Changes	38
2.2.4	Page Location	41
2.2.5	Security Updates.....	42
2.2.6	Page Mapping.....	42
2.2.7	Page Usage/Data Volume Impacts	42
2.3	CalSAWS Lobby Check-In Application web service	42
2.3.1	Overview	42
2.3.2	Description of Change.....	42
2.3.3	Execution Frequency.....	44
2.3.4	Key Scheduling Dependencies	44
2.3.5	Counties Impacted	44
2.3.6	Data Volume/Performance.....	44
2.3.7	Interface Partner.....	44
2.3.8	Failure Procedure/Operational Instructions.....	44
2.4	CalSAWS Self Service Kiosk Application web services	45

2.4.1	Overview	45
2.4.2	Description of Change	45
2.4.3	Execution Frequency.....	47
2.4.4	Key Scheduling Dependencies	48
2.4.5	Counties Impacted	48
2.4.6	Data Volume/Performance.....	48
2.4.7	Interface Partner.....	48
2.4.8	Failure Procedure/Operational Instructions.....	48
3	Supporting Documents	49
4	Requirements.....	49
4.1	Project Requirements.....	49

1 OVERVIEW

Los Angeles County have two different Lobby Solution that they use at their county offices to assists customers. The first being the CalSAWS Self Service Kiosk application that customers directly use on their own and the other is the CalSAWS Lobby Check-In application that are used by county workers. Both applications have the ability to check-in customers when they visit the county offices, submit documents and provide information in regard to the customer case. As part of CA-207252 (DDID 1778) the CalSAWS Lobby Check-In application was expanded to support all 58 counties and to remove majority of the application dependency from the Your Benefits Now (YBN) application, however the change to the CalSAWS Self Service Kiosk application was limited due to the application being closely dependent on YBN. This SCR will remove all dependency on YBN for both the CalSAWS Self Service Kiosk and CalSAWS Lobby Check-In application and to work with the new Hyland Imaging Solution.

1.1 Current Design

The CalSAWS Self Service Kiosk application is currently only available to Los Angeles County and the application is incorporated with Los Angeles County specific graphics and logos. Secondly, customers who are using the CalSAWS Self Service Kiosk application will first need to Log-in and this process is dependent on the YBN application. Lastly, when customers are submitting documents through the CalSAWS Self Service Kiosk application, documents are being sent to EDMS (Electronic Document Management System).

As part of CA-207252 the Lobby Check-In application was updated to support all 58 counties and majority of the application dependency to YBN was removed. However, the ability to search for an individual using the customer YBN User Name (LA offices only) and IVR/Customer ID remained along with the ability to Check-In a customer by searching for the customer YBN Appt Number.

1.2 Requests

Remove all dependency from YBN application for both the CalSAWS Self Service Kiosk and the CalSAWS Lobby Check-In application. Update the CalSAWS Self Service Kiosk application to with the ability to upload documents to the new CalSAWS Imaging System (Hyland).

1.3 Overview of Recommendations

1. Update the CalSAWS Self Service Kiosk application's look and feel to no longer be county specific.
2. Upgrade the CalSAWS Self Service Kiosk application with new webservice that will communicate to CalSAWS without going through YBN.
3. Upgrade the CalSAWS Self Service Kiosk application with new webservice to communicate to Hyland Imaging system.
4. Update both the CalSAWS Self Service Kiosk and CalSAWS Lobby Check-In application to use customer's BenefitsCal credential instead of the customers YBN credential in order to pull up customers information.

5. Remove from both the CalSAWS Self Service Kiosk and CalSAWS Lobby Check-In application the option to pull up customers information using YBN specific credentials (Customer ID/IVR and YBN Username Customer).
6. Remove the option to Check-In a customer by using the YBN Appt Number from the CalSAWS Lobby Check-In application.
7. Update the Purpose of Visit options on the CalSAWS Lobby Check-In application.
8. Port over the existing web services that are used for the CalSAWS Self Service Kiosk Application to the Lobby Springboot App.
9. Create new web services for the CalSAWS Lobby Check-In and CalSAWS Self Service Kiosk application in order to pull Case information by using participants BenefitsCal User Name.

1.4 Assumptions

1. Updates to the CalSAWS Self Service Kiosk and CalSAWS Lobby Check-In application are done at the same time Los Angeles County goes live with BenefitsCal and Hyland Imaging Solution.
2. The San Fernando Valley version of the CalSAWS Lobby Check-In Application and CalSAWS Self Service Kiosk Application will not be updated as part of this effort. Any changes needed to the San Fernando Valley version of the CalSAWS Lobby Check-In Application and CalSAWS Self Service Kiosk Application will need to be done by the Los Angeles ISD (Internal Services Department) team.
3. The BenefitsCal website is: <http://benefitscal.org/> <https://benefitscal.com/> and user will need to use an E-Mail address in order to log in.
4. The CalSAWS Self Service Kiosk will use existing webservice that was implemented under CA-214026 to allow documents/images to be upload to Hyland Imaging System.
5. CA-229814 will expand the CalSAWS Self Service Kiosk application to support all 58 Counties.
6. The San Fernando Valley version of the CalSAWS Lobby Check-In application and the CalSAWS Self Service Kiosk are not enabled with the functionality to upload documents. ISD will need to make the appropriate changes for both applications to connect to the Hyland Imaging system in the future if the functionality to upload documents is enabled in the future.
7. Device used for both the CalSAWS Lobby Check-In application and the CalSAWS Self Service Kiosk will need an iOS of 10.x or higher in order to support the functionality of using BenefitsCal E-mail to pull Case Number information.

2 RECOMMENDATIONS

Update the CalSAWS Self Service Kiosk applications look and feel to support all 58 counties and remove the ability to use YBN specific credentials from both the CalSAWS Self Service Kiosk and CalSAWS Lobby Check-In application will be removed. Both the CalSAWS Self Service Kiosk and CalSAWS Lobby Check-In application will be updated with the ability to use the customers BenefitsCal credentials in order to pull their case information. The CalSAWS Self Service Kiosk application will be upgraded with new webservices to communicate to CalSAWS without going through YBN and to also communicate to the Hyland Imaging System.

2.1 CalSAWS Self Service Kiosk Application

2.1.1 Overview

The CalSAWS Self Service Kiosk application was designed to work specifically for Los Angeles County. It is currently integrated into the Your Benefits Now (YBN) Application and have Los Angeles County specific graphics and logos. This SCR will update the CalSAWS Self Service Kiosk Application look and feel to no longer be county specific. Secondly, the CalSAWS Self Service Kiosk Application will be updated to communicate directly to CalSAWS without having to go through YBN and also be updated to communicate to the new Hyland Imaging System.

2.1.2 CalSAWS Self Service Kiosk Application Mockup



Figure 2.1.1 – CalSAWS Self Service Kiosk App Main Screen



Figure 2.1.2 – CalSAWS Self Service Kiosk App My Case Info Screen

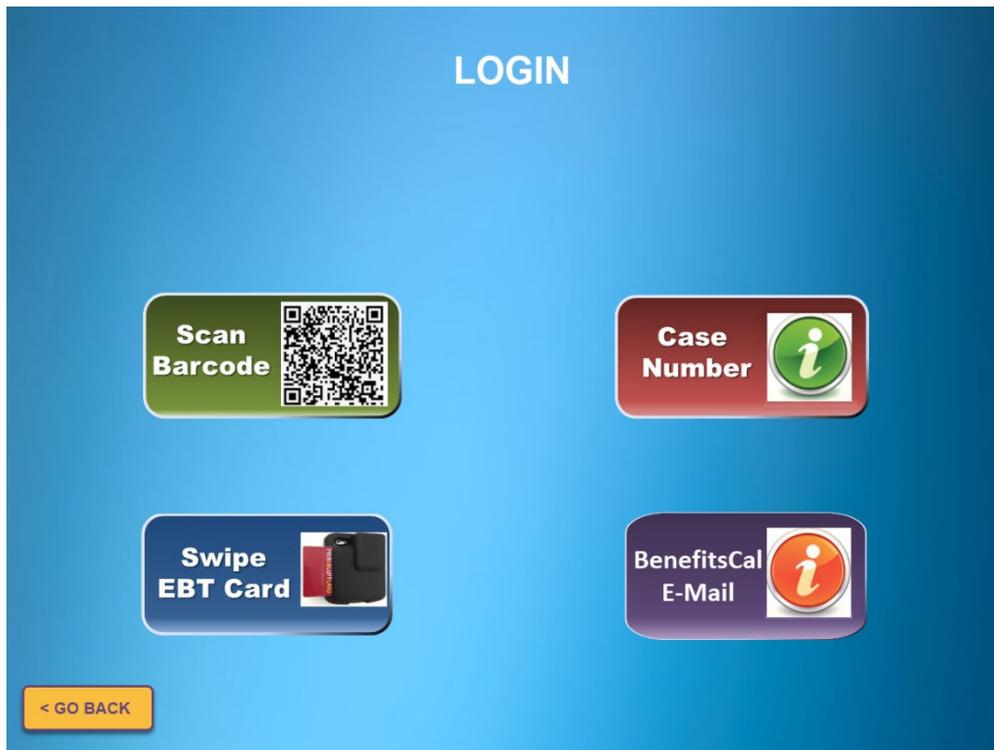


Figure 2.1.3 – CalSAWS Self Service Kiosk App Login Screen

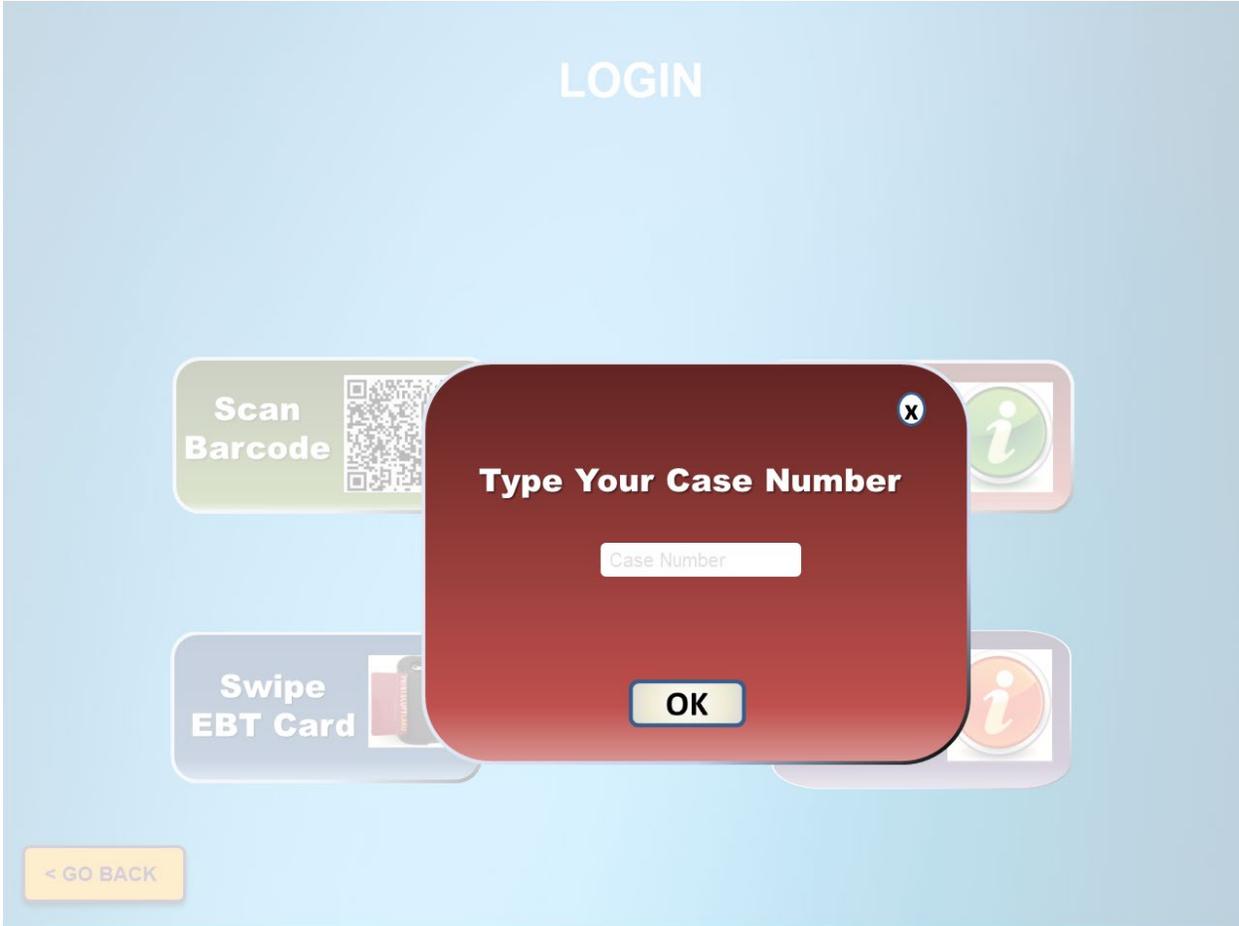


Figure 2.1.4 – CalSAWS Self Service Kiosk App Login_Case Number Screen

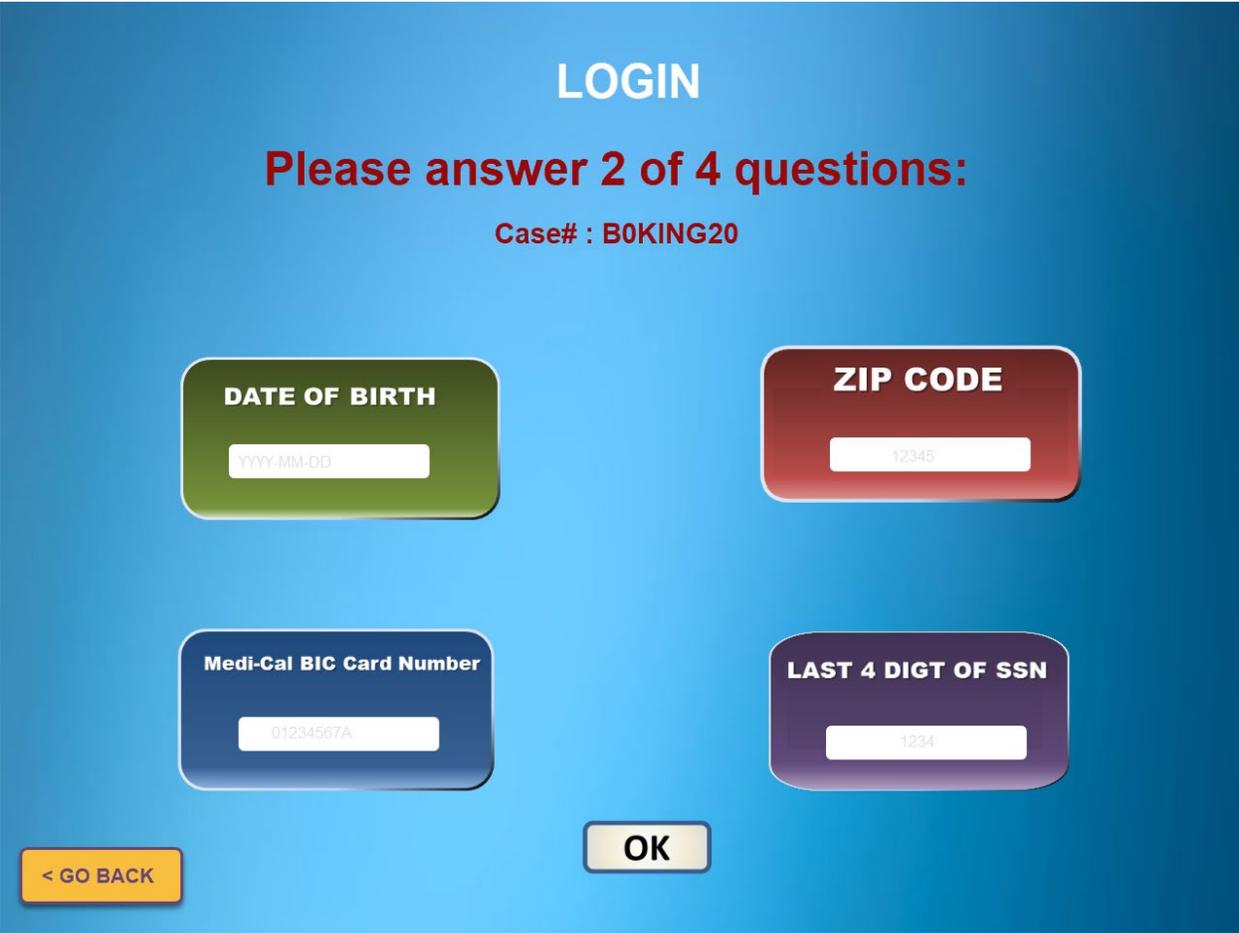


Figure 2.1.5 – CalSAWS Self Service Kiosk App Login_Case Number Screen

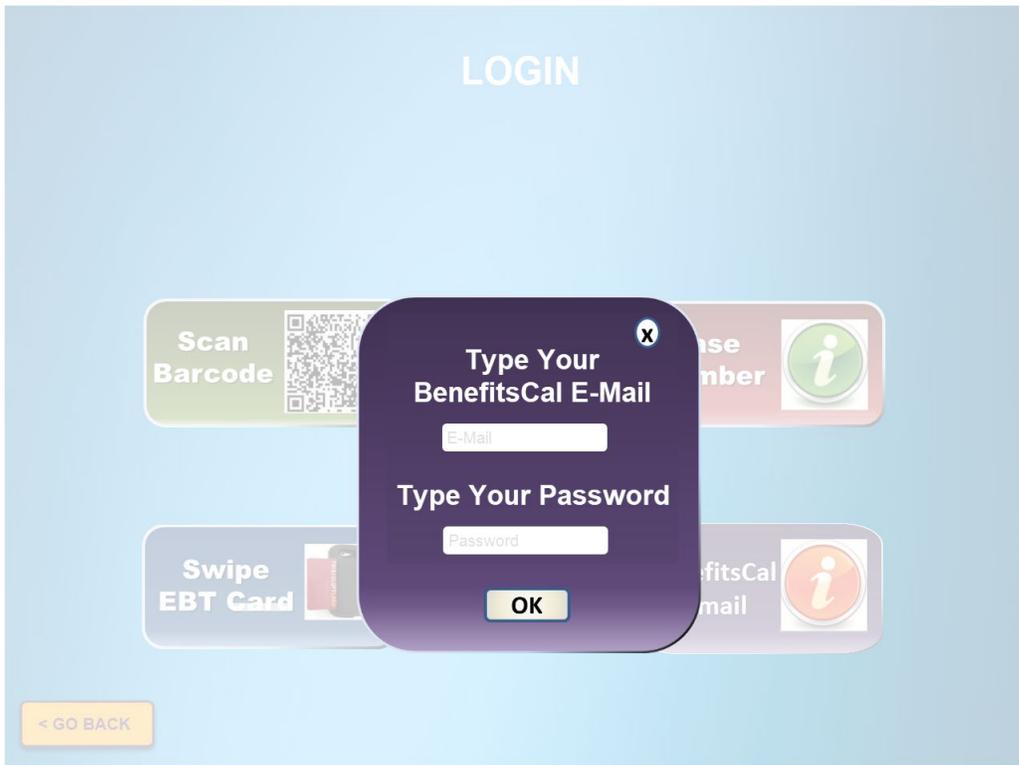


Figure 2.1.6 – CalSAWS Self Service Kiosk App Login_BenefitsCal Screen

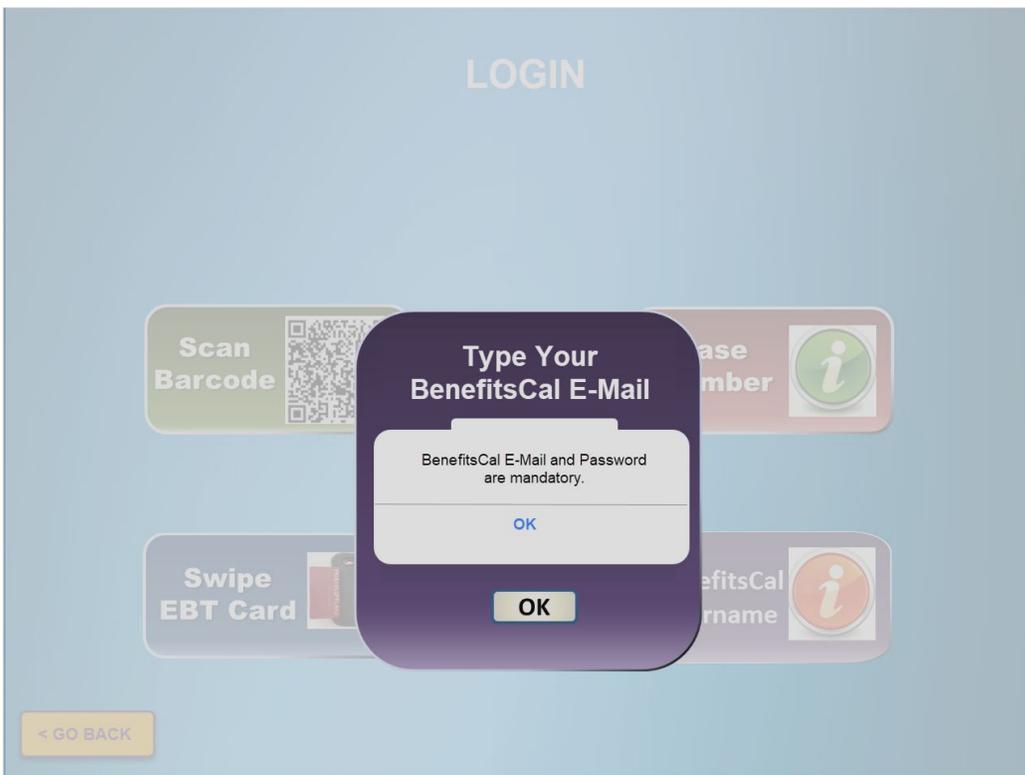


Figure 2.1.7 – CalSAWS Self Service Kiosk Error message for BenefitsCal E-Mail

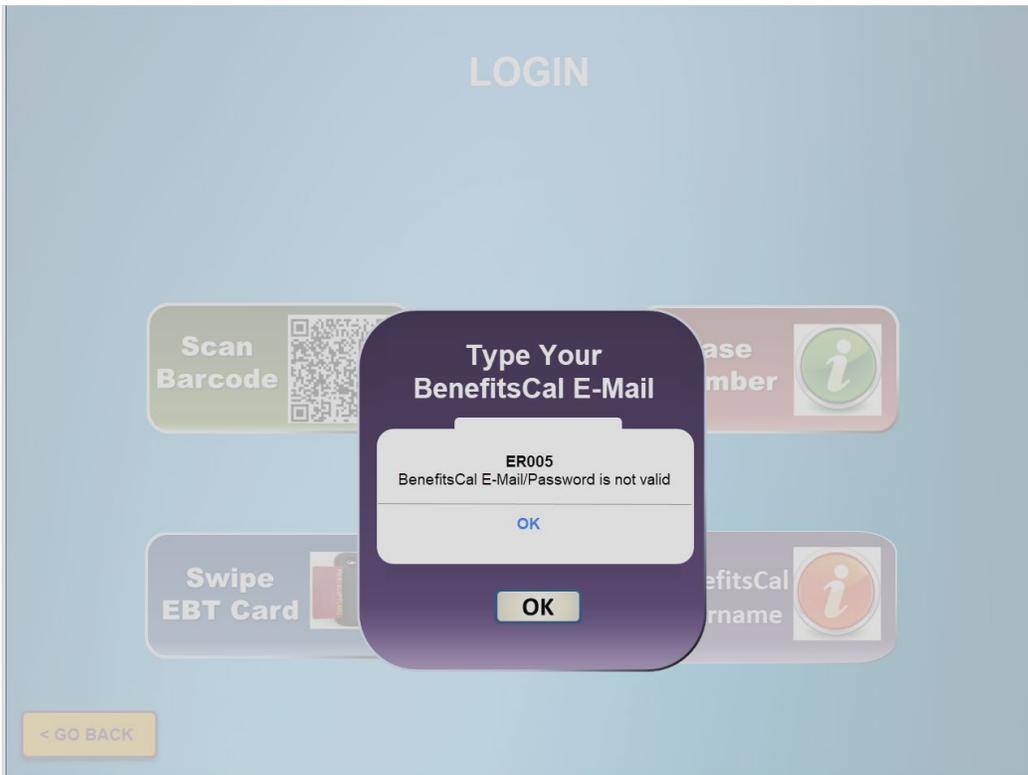


Figure 2.1.8 – CalSAWS Self Service Kiosk Error message for BenefitsCal E-Mail

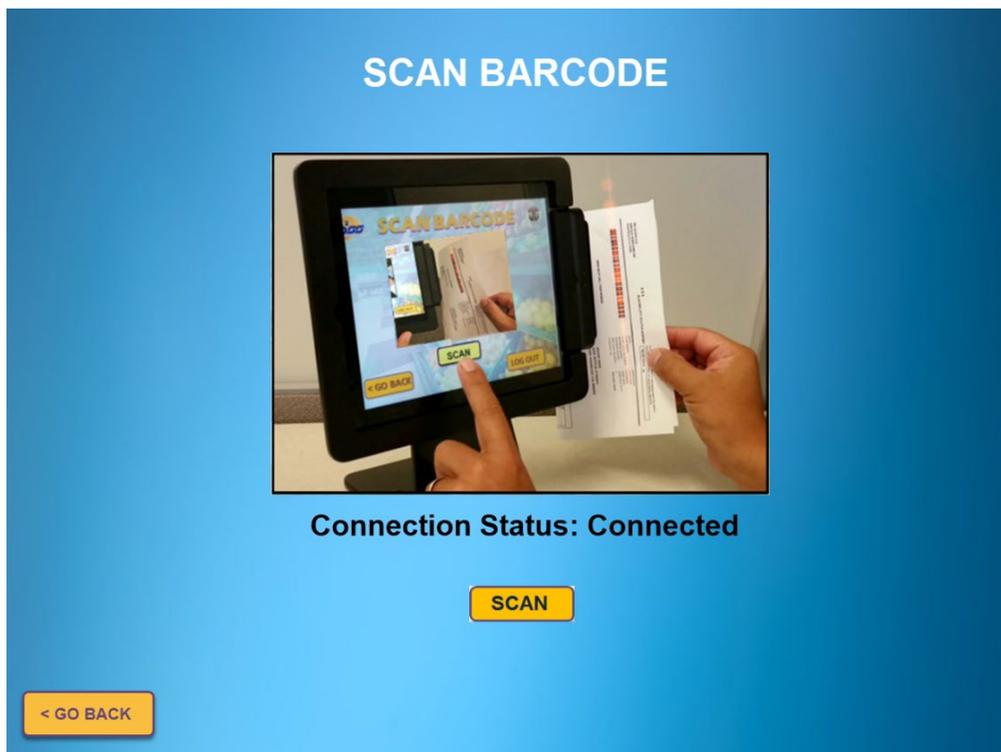


Figure 2.1.9 – CalSAWS Self Service Kiosk App Scan Barcode Screen

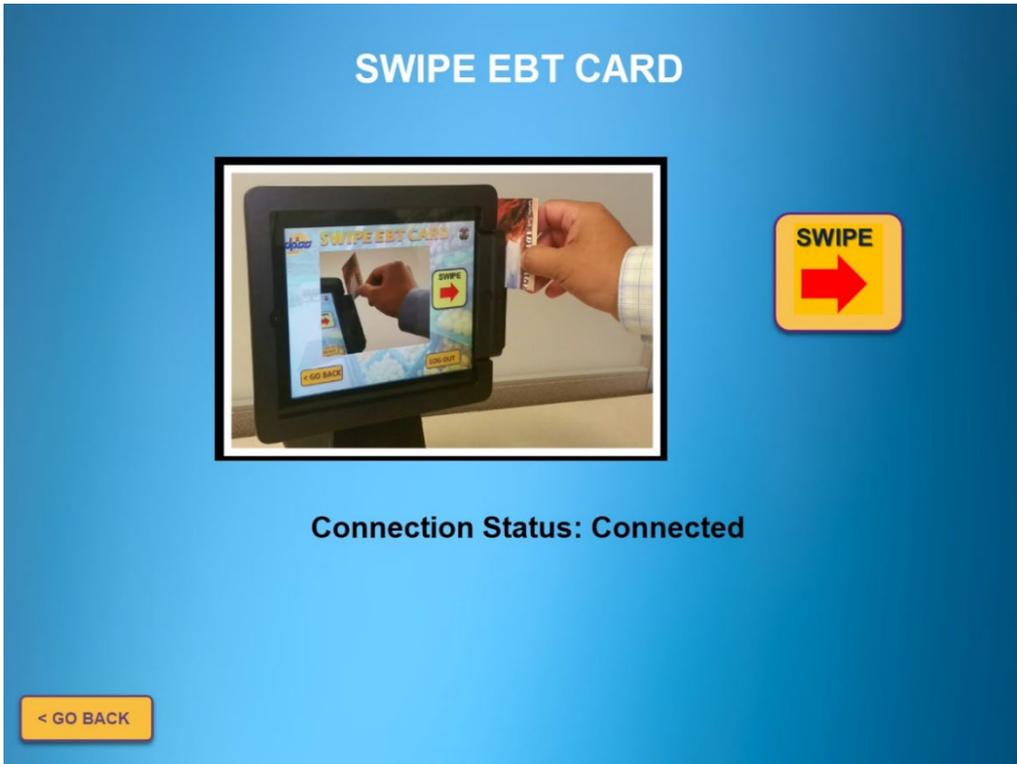


Figure 2.1.10 – CalSAWS Self Service Kiosk App Swipe EBT Card Screen



Figure 2.1.11 – CalSAWS Self Service Kiosk App Self Check In Screen

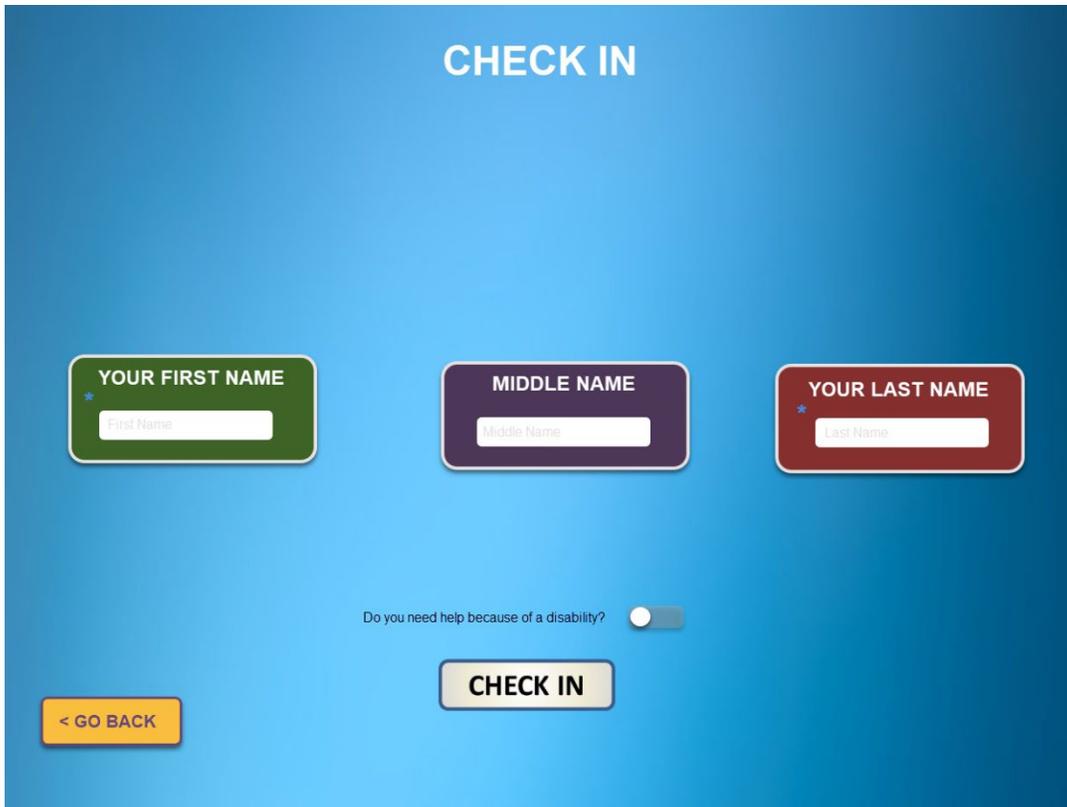


Figure 2.1.12 – CalSAWS Self Service Kiosk App Check In Screen

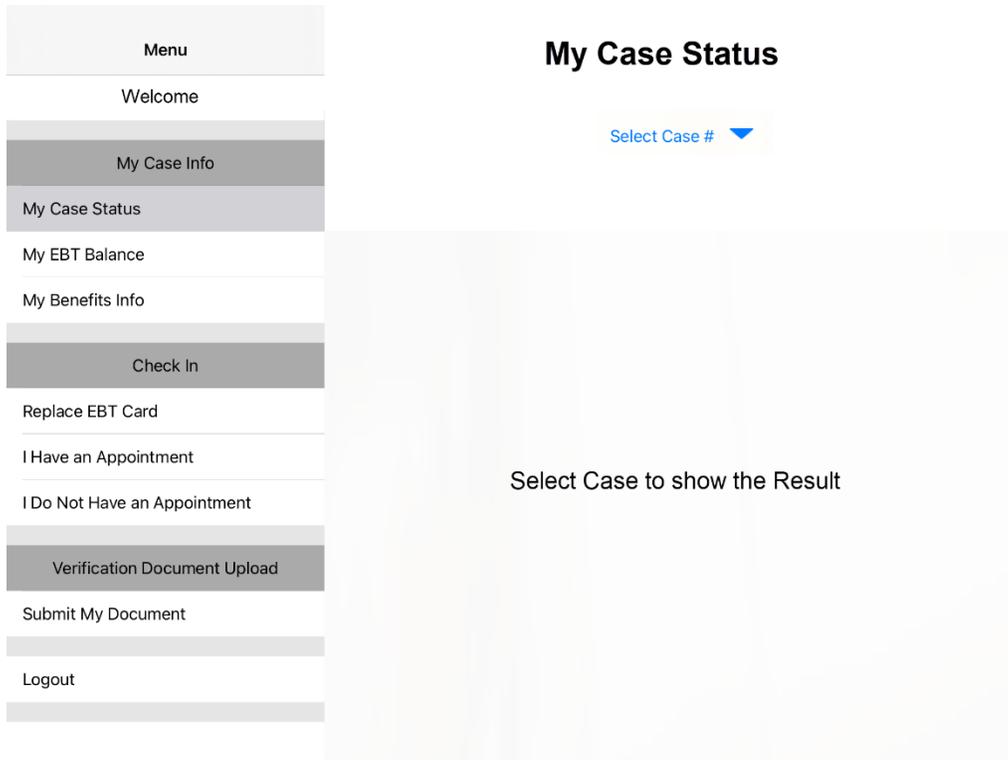


Figure 2.1.13 – CalSAWS Self Service Kiosk App Menu_My Case Info Screen

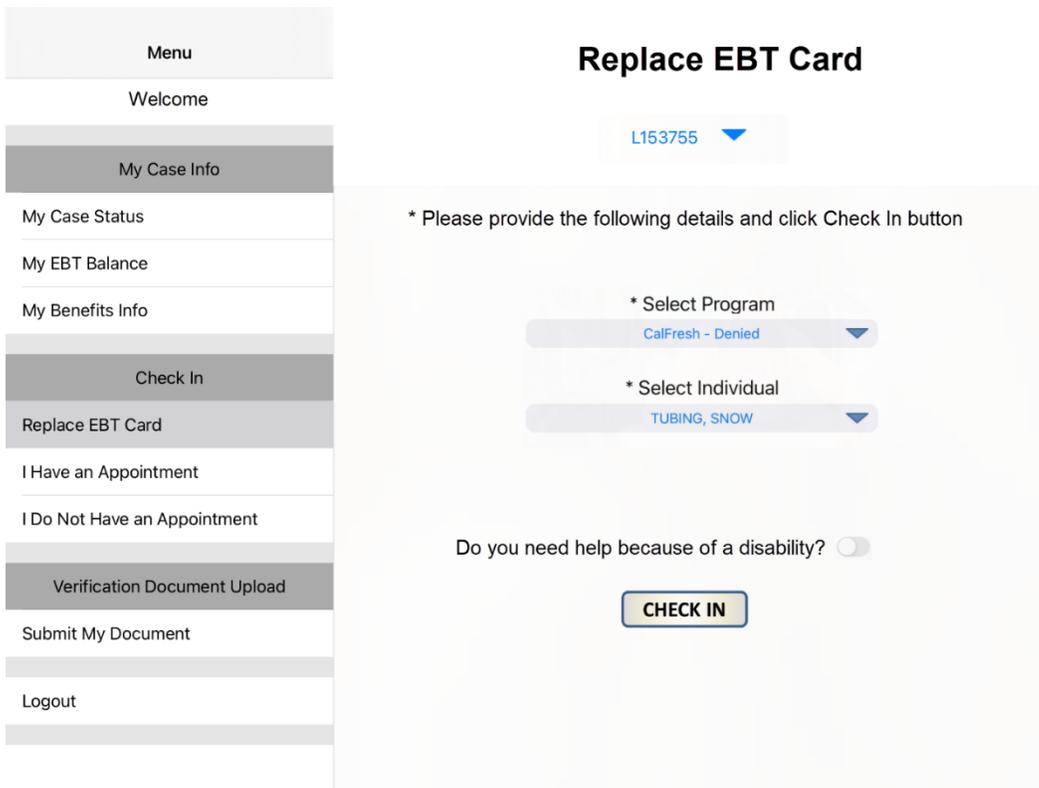


Figure 2.1.14 – CalSAWS Self Service Kiosk App Menu_Check-In_ Replace EBT Card

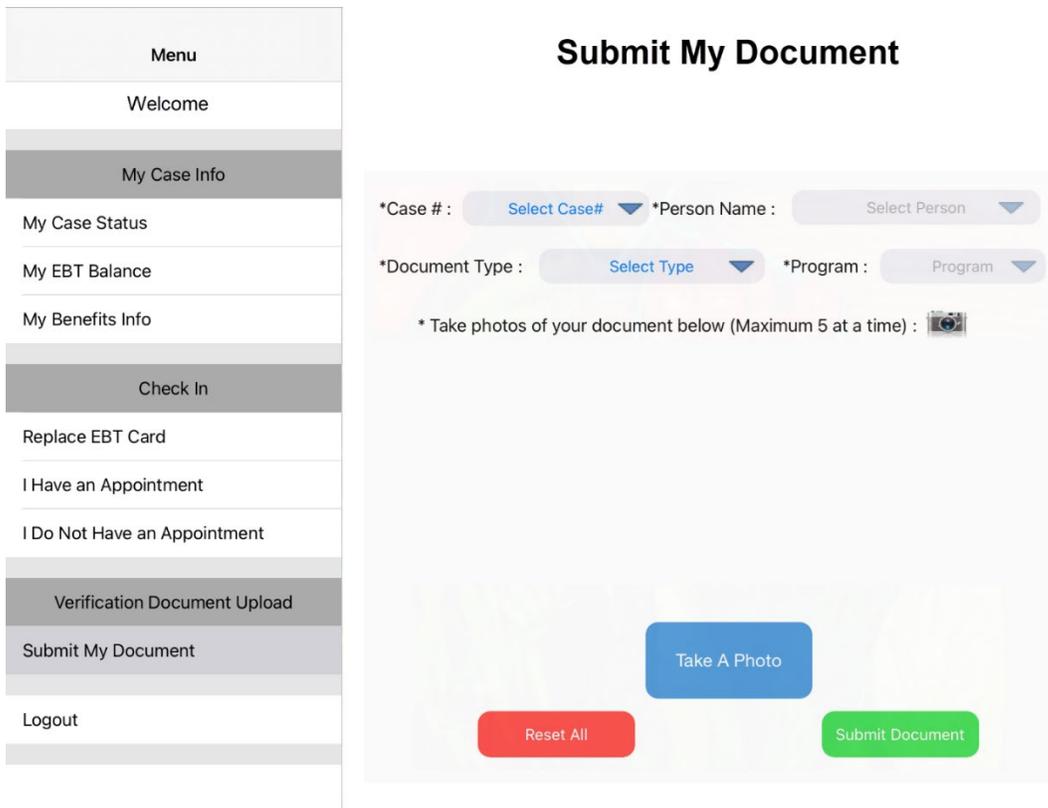


Figure 2.1.15 – CalSAWS Self Service Kiosk App Menu_Submit My Document Screen



Figure 2.1.16 – CaSAWS Self Service Kiosk Icon for Apple device

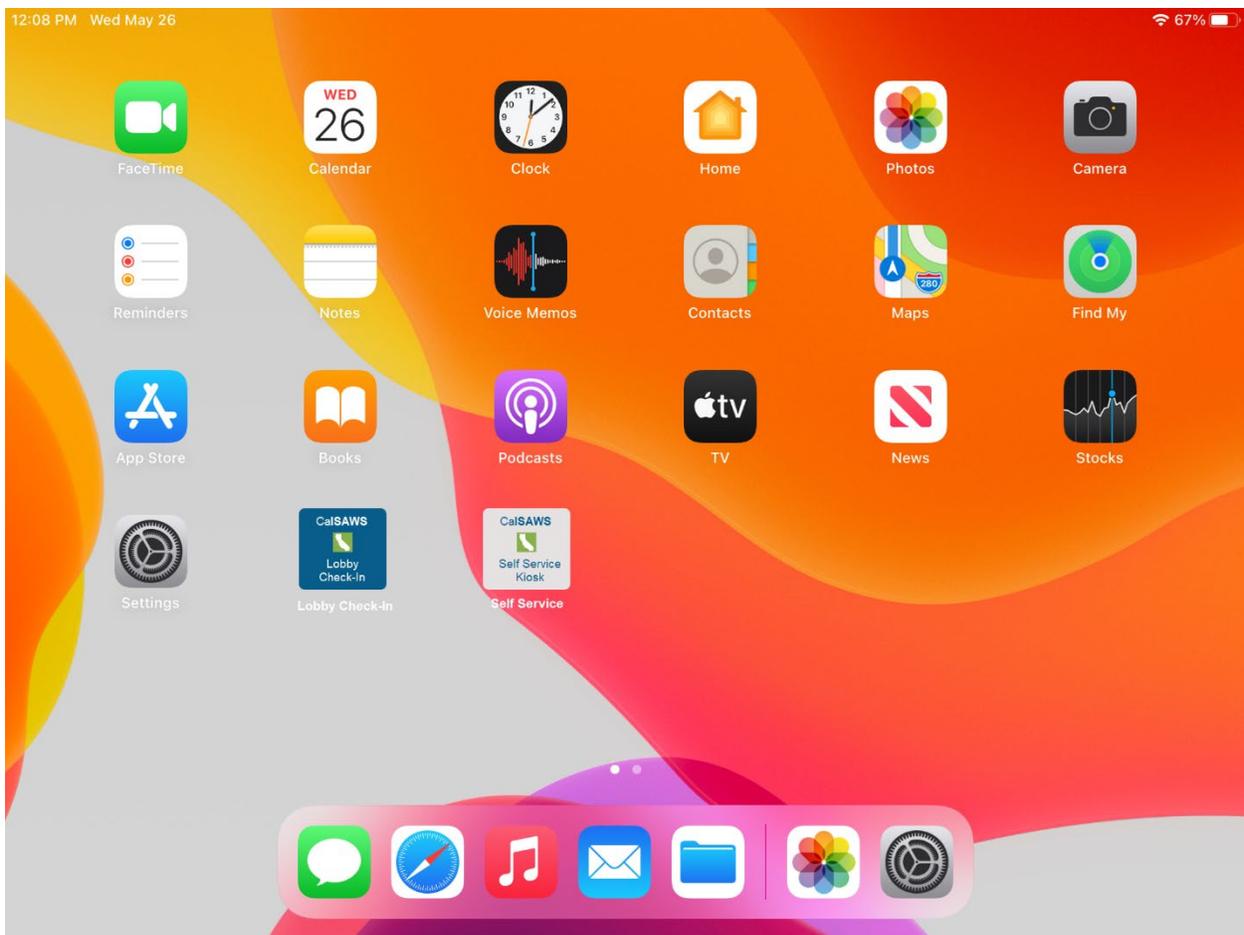


Figure 2.1.17 – CaSAWS Self Service Kiosk Icon for Apple device

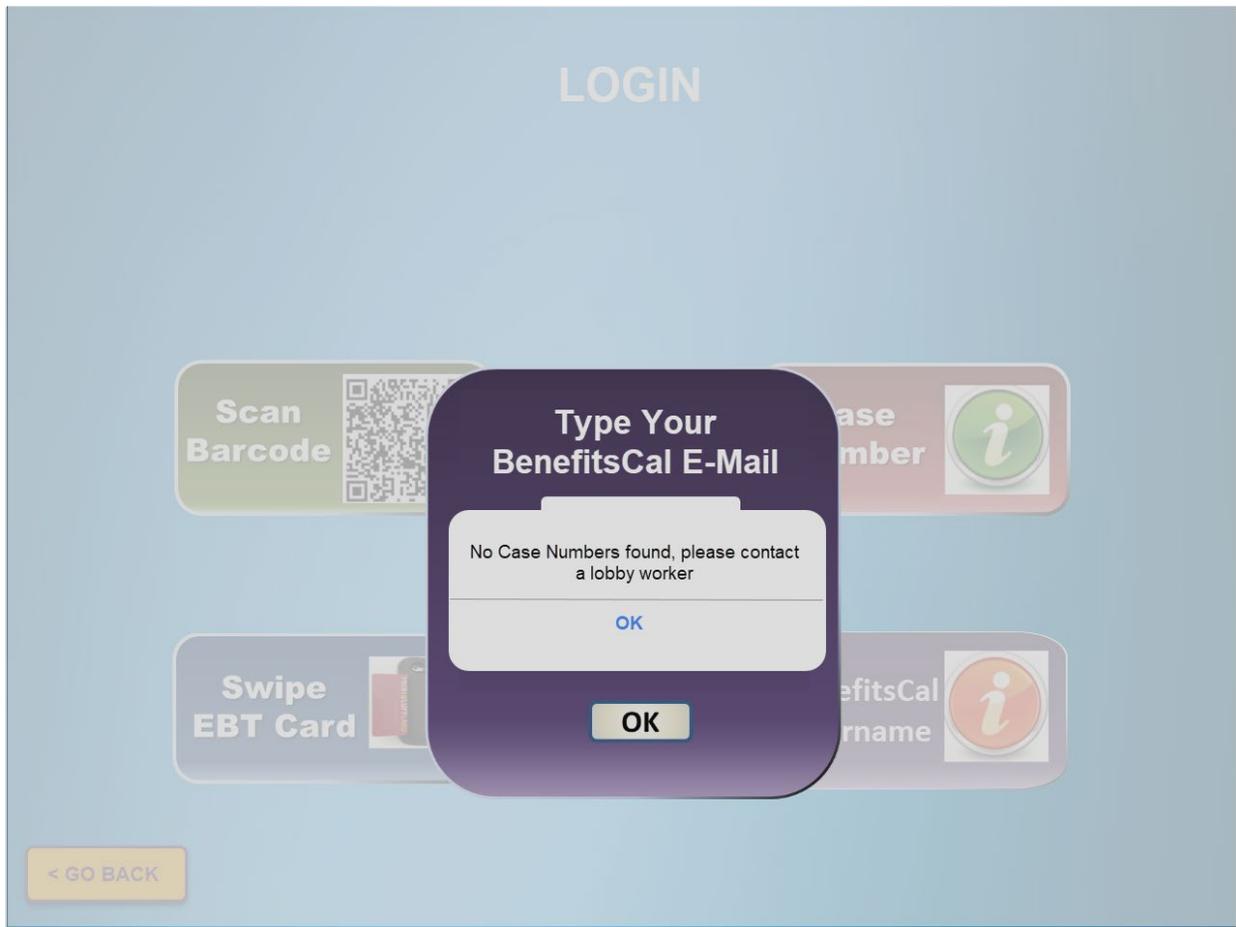


Figure 2.1.18 – CalSAWS Self Service Kiosk Error message for BenefitsCal E-Mail

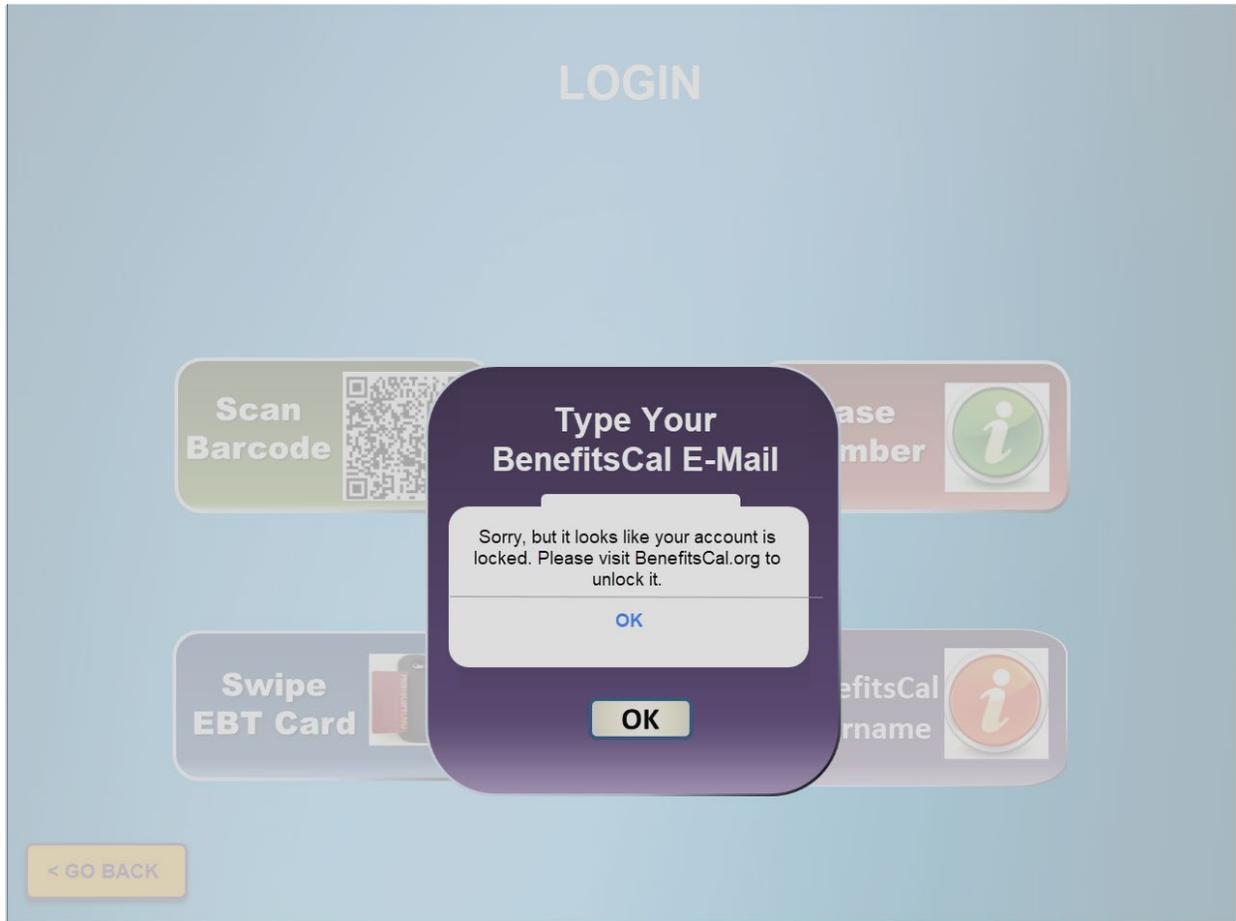


Figure 2.1.19 – CalSAWS Self Service Kiosk Error message for BenefitsCal account locked

2.1.3 Description of Changes

1. Update the background of the CalSAWS Self Service Kiosk application to a gradient blue screen for the following screens:
 - a. Main Screen (Figure 2.1.1)
 - b. My Case Info Screen (Figure 2.1.2)
 - c. Login Screen (Figure 2.1.3)
 - d. Login Screen_Case Number_2 out of 4 questions screen (Figure 2.1.5)
 - e. Scan Barcode Screen (Figure 2.1.9)
 - f. Swipe EBT Card Screen (Figure 2.1.10)
 - g. Self Check In Screen (Figure 2.1.11)
 - h. Check In Screen (Figure 2.1.12)
2. Update the background of the CalSAWS Self Service Kiosk application to gradient blue screen with a white overlay for the following screens:
 - a. Login_Type Your Case Number Screen (Figure 2.1.4)
 - b. Login_Type Your BenefitsCal E-Mail and Password Screen (Figure 2.1.6 through Figure 2.1.8)

3. Update the Menu Screen of the CalSAWS Self Service Kiosk application as below:
 - a. Update the background of the main Menu screen to a white and gray background along with the color of the header from white to black for each screen that is accessible through the Menu screen as shown on Figure 2.1.13 through 2.1.15.
 - i. Changes to the background and the font color of the header will apply to all the screens that are accessed by choosing one of the option from the Menu options located on the left hand side of the screen.
 1. My Case Status
 2. My EBT Balance
 3. My Benefits Info
 4. Replace EBT Card
 5. I have an Appointment
 6. I Do Not Have an Appointment
 7. Submit My Document

Note: The background color for the Menu option located on the left hand side of the screen will be unchanged.
 - b. Update the message that display below 'Menu' on the Menu option located on the left hand side from 'Welcome XXXX' to just 'Welcome'.
 - i. XXXX referenced either the YBN Username (if participants logged in using their YBN Username) or the participants Customer ID.
 - c. Update the value that translate to the Reception Log Visit Purpose field to 'Other/Information' for participants that are checking in through the 'I Do Not have an Appointment'.
4. Update the Header on the Main screen from 'DPSS SELF SERVICE' to 'CalSAWS Self Service Kiosk' as shown on Figure 2.1.1.
5. Update both the 'SUBMIT MY REPORT' and 'VIEW MY MAIL (E-NOTICE)' options from the Main Screen to point to the BenefitsCal website instead of the Your Benefits website.
 - a. Users who choose one of these options will be redirected to the BenefitsCal website automatically.
 - i. BenefitsCal website: <http://benefitscal.org/>
<https://benefitscal.com/>
6. Remove the options 'YOUR PHONE NUMBER' and 'YOUR ZIP CODE' from the CHECK IN screen as shown on Figure 2.1.12.
 - a. CHECK IN screen will only have the options of 'YOUR FIRST NAME', 'MIDDLE NAME', and 'YOUR LAST NAME'.
7. Update the barcode icon on the 'Scan Barcode' option on the LOGIN screen to a QR code icon as shown on Figure 2.1.3
8. Remove the option titled 'Username or Customer ID' from the LOGIN screen of the CalSAWS Self Service Kiosk application.
9. Update the background text that display on the text field for the option 'Medi-Cal BIC Card Number' found on the 'Login Screen_Case

Number_2 out of 4 questions' screen from 'Medi Cal BIC Card Number' to '01234567A' as reference on Figure 2.1.5)

10. Add a new option titled 'BenefitsCal E-Mail' to the LOGIN screen of the CalSAWS Self Service Kiosk Application as shown on Figure 2.1.3.
 - a. New option titled 'BenefitsCal E-Mail' will be located below the 'Case Number' option and to the right of the 'Swipe EBT Card' option.
 - b. Choosing the 'BenefitsCal E-Mail' option will update the screen and an overlay will display with the following (reference Figure 2.1.6):
 - i. Overlay will have two editable text fields:
 1. First editable text field will be titled 'Type Your BenefitsCal E-Mail'.
 - a. First editable text field will be located at the top of the overlay.
 - b. Editable text field will have the text 'E-Mail' in the background.
 - i. Text will be in Gray color.
 2. Second editable text field will be titled 'Type your Password'.
 - a. Second editable text field will be located right below the 'Type Your BenefitsCal E-mail' editable text field.
 - b. Editable text field will have the text 'Password' in the background.
 - i. Text will be in Gray color.
 - ii. Clicking on the editable text field will bring up the keyboard.
 - iii. An 'X' icon will display on the top right hand side of the overlay.
 1. Clicking on the 'X' icon will close the overlay and users will be redirected back to the Login Page (Figure 2.1.3)
 - iv. An 'OK' button will display at the bottom of the overlay.
 1. Clicking the 'OK' button will initiate the SDK flow (see point #13 for the SDK integration) that will be used to authenticate the BenefitsCal E-Mail and Password against ForgeRock.

Note: For BenefitsCal E-mail and Password that was able to be authenticated successfully by ForgeRock, the corresponding GUID will be provided. The GUID will then be used to search in CalSAWS for all the Case Number that belongs to LA County.

- a. For a BenefitsCal E-mail and Password that was able to be authenticated successfully by Forgerock and returns Case Numbers

that belong to LA County (the BenefitsCal E-mail are link to Case Numbers through a GUID), participants will be redirected to one of the following screens within the main menu screen.

- i. The screen that the User will be redirected to from the Menu option will be dependent on the option that the user selected prior to Logging in.
 1. Example: When user select the 'Submit My Document' option from the Main Screen and then Log In, the user will be redirected to the Submit My Document screen within the main Menu screen.
 2. Lists of screens within the main Menu screen:
 - a. My Case Status
 - b. My EBT Balance
 - c. My Benefits Info
 - d. Replace EBT Card
 - e. I have an Appointment
 - f. I Do Not Have an Appointment
 - g. Submit My Document

Note: The screen that the user will be redirected to after they log in is based on the option that the user selected prior to logging in is an existing functionality.

- b. Display the following error message for BenefitsCal E-mail and Password that was able to be authenticated successfully by ForgeRock but does not return any Case Numbers that belong to LA County (the BenefitsCal E-mail are link to Case Numbers through a GUID) as shown on Figure 2.1.18.
 - i. 'No Case Numbers found, please contact a lobby worker'.
- c. For BenefitsCal E-Mail and Password that was not able to be authenticated successfully by ForgeRock, display the following error message:
 - i. 'ER005 BenefitsCal E-Mail/Password not valid' as shown on Figure 2.1.8.
 - ii. For a BenefitsCal E-Mail and Password that was not able to be

authenticated successfully by ForgeRock after 5 attempts display the following message: as shown on Figure 2.1.19.

1. 'Sorry, but it looks like your account is locked. Please visit BenefitsCal.org to unlock it.'

Note: Participants will need to go to BenefitsCal.org directly in order to reset their password. BenefitsCal account will be locked for a total of 30 minutes.

2. Display the following pop up message 'BenefitsCal E-Mail and Password are mandatory.' when the 'OK' button is click but no information was inputted in either one or both editable text fields as shown on Figure 2.1.7.
 - a. Clicking on the 'OK' button on the pop up message will close the pop up message.
 - b. Clicking on the 'OK' button on the pop up message will close the pop up message.
11. Update the 'CalSAWS Self Service Kiosk' icon that display on the Apple device.
 - a. The CalSAWS Self Service Kiosk icon will be updated to the image as reference on Figure 2.1.16 and Figure 2.1.17.
 - i. Icon will have a gray background and have CalSAWS written on top, Self Service Kiosk at the bottom both in blue color along with an image in the middle of California in white with green background.
12. Update the CalSAWS Self Service Kiosk to upload documents to Hyland Imaging Solution.
13. Update the CalSAWS Self Service Kiosk to be integrated with ForgeRock SDK flow to communicate directly to ForgeRock system.
 - a. Through the SDK flow, the CalSAWS Self Service Kiosk will send BenefitsCal E-Mail and Password to be authenticated.
 - i. A successful credential is correct and is able to be authenticated successfully the associated GUID will be returned.
 - ii. For credential that is not correct, it will return an invalid credential message with a 200 response.
 - iii. For credential that is not correct and it is over the amount allotted the account lockout message is returned with a 200 response.

Note: Users will continue to be automatically be logged out of the CalSAWS Self Service Kiosk application after 1.5 minutes when it is left idle.

2.1.4 Page Location

N/A

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 CalSAWS Lobby Check-In Application

2.2.1 Overview

The CalSAWS Lobby Check-In application allows worker to check-in customers that are visiting the county office. This SCR will update the application to remove the option for workers to look up customers by using the customer's YBN credentials, adding an option to look up customers using their BenefitsCal username and lastly the Purpose of Visit options will be updated.

2.2.2 CalSAWS Lobby Check-In Application Mockup

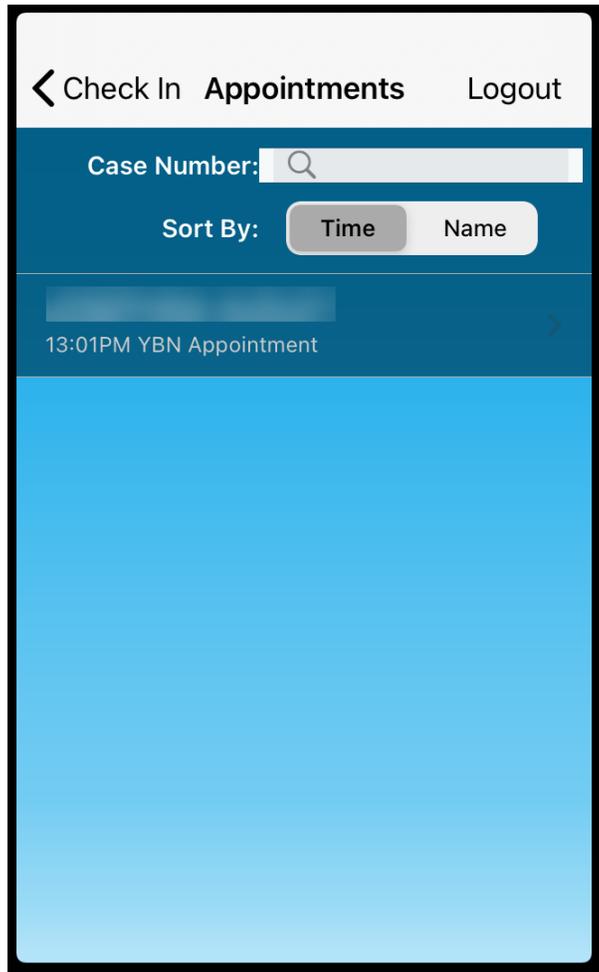


Figure 2.2.1 – Appointment screen

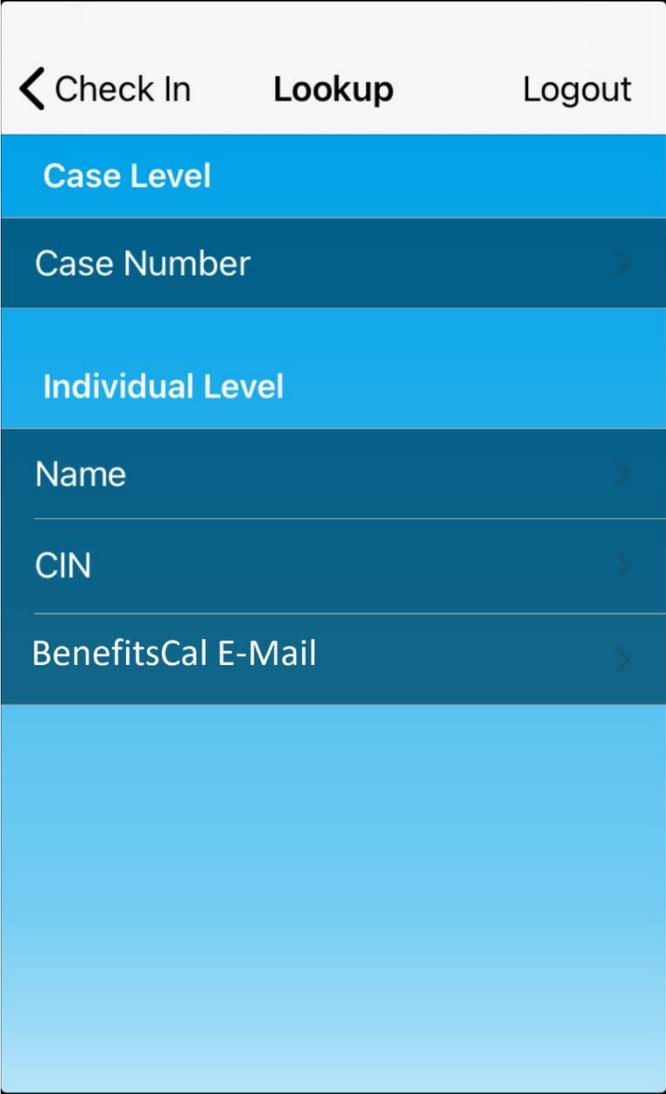


Figure 2.2.2 – Lookup screen

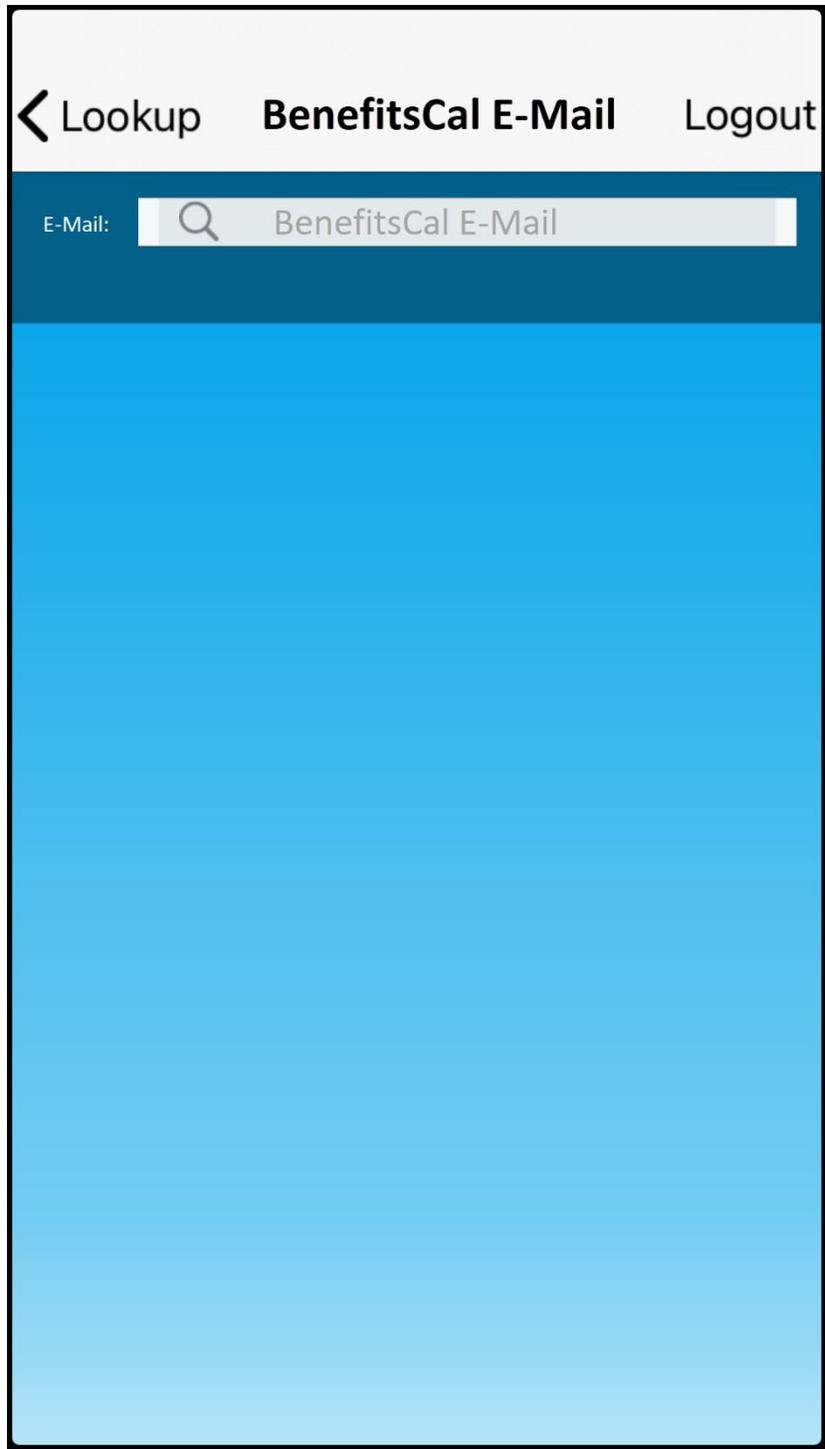


Figure 2.2.3 – BenefitsCal E-Mail Name screen

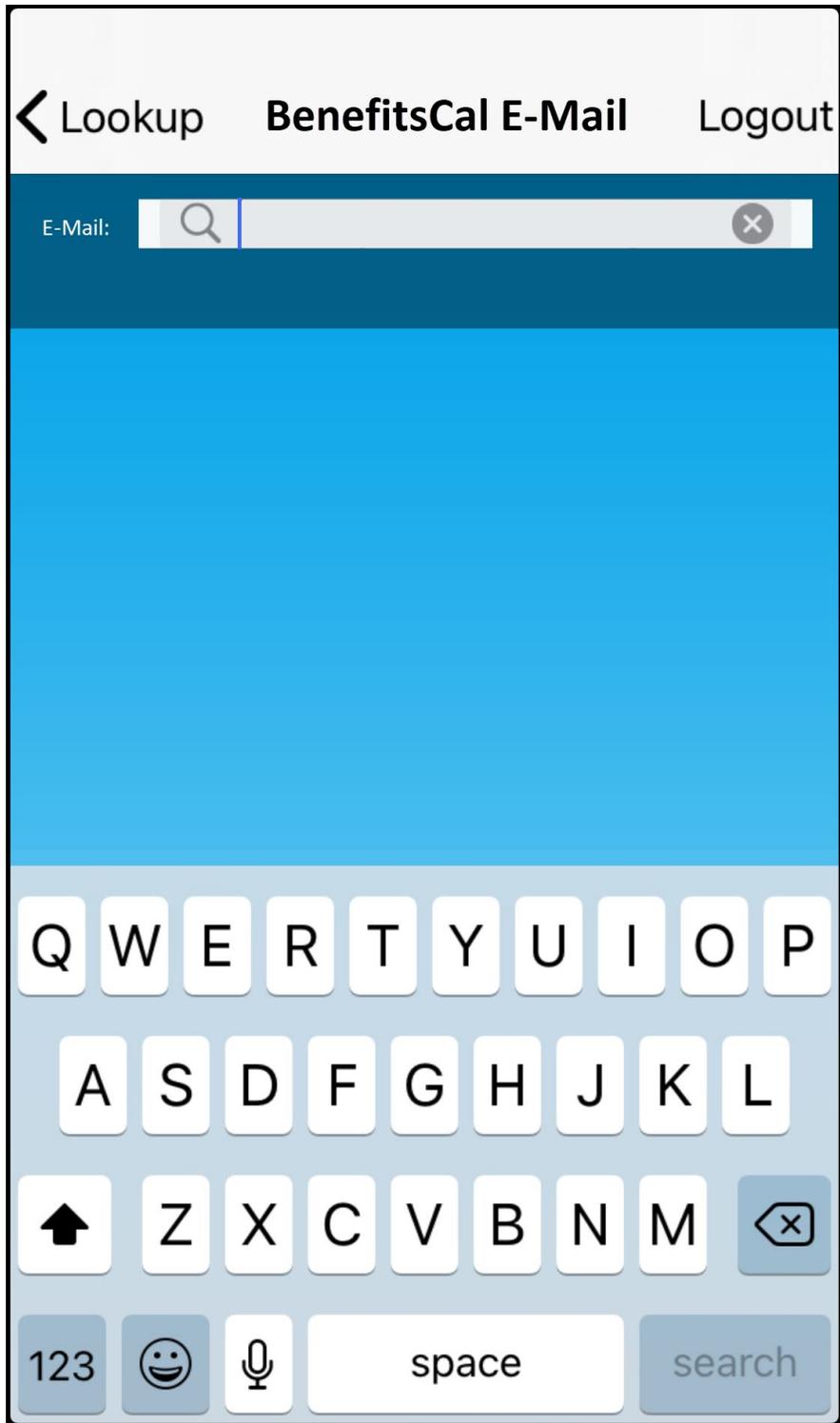


Figure 2.2.4 – BenefitsCal E-Mail Name screen

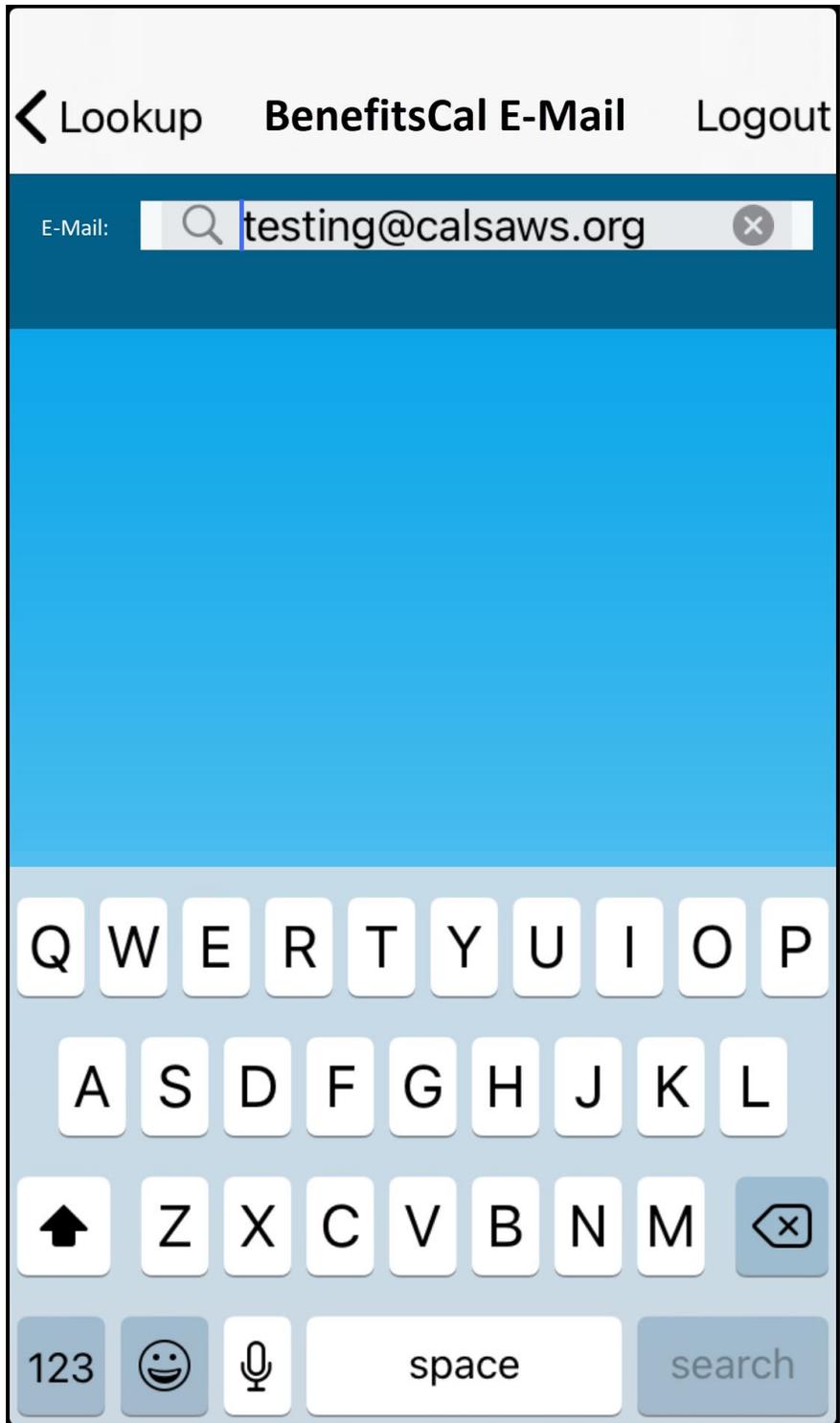


Figure 2.2.5 – BenefitsCal E-Mail screen

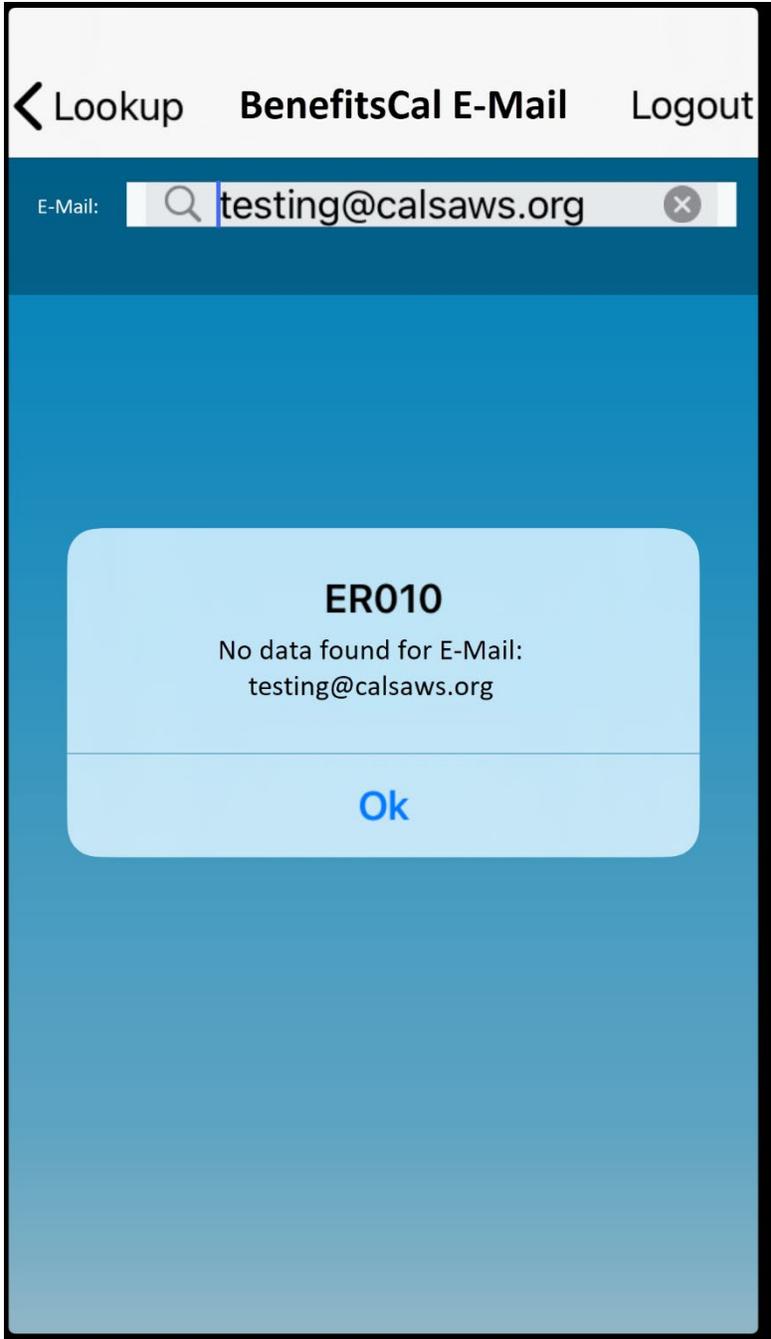


Figure 2.2.6 – BenefitsCal E-Mail screen with error

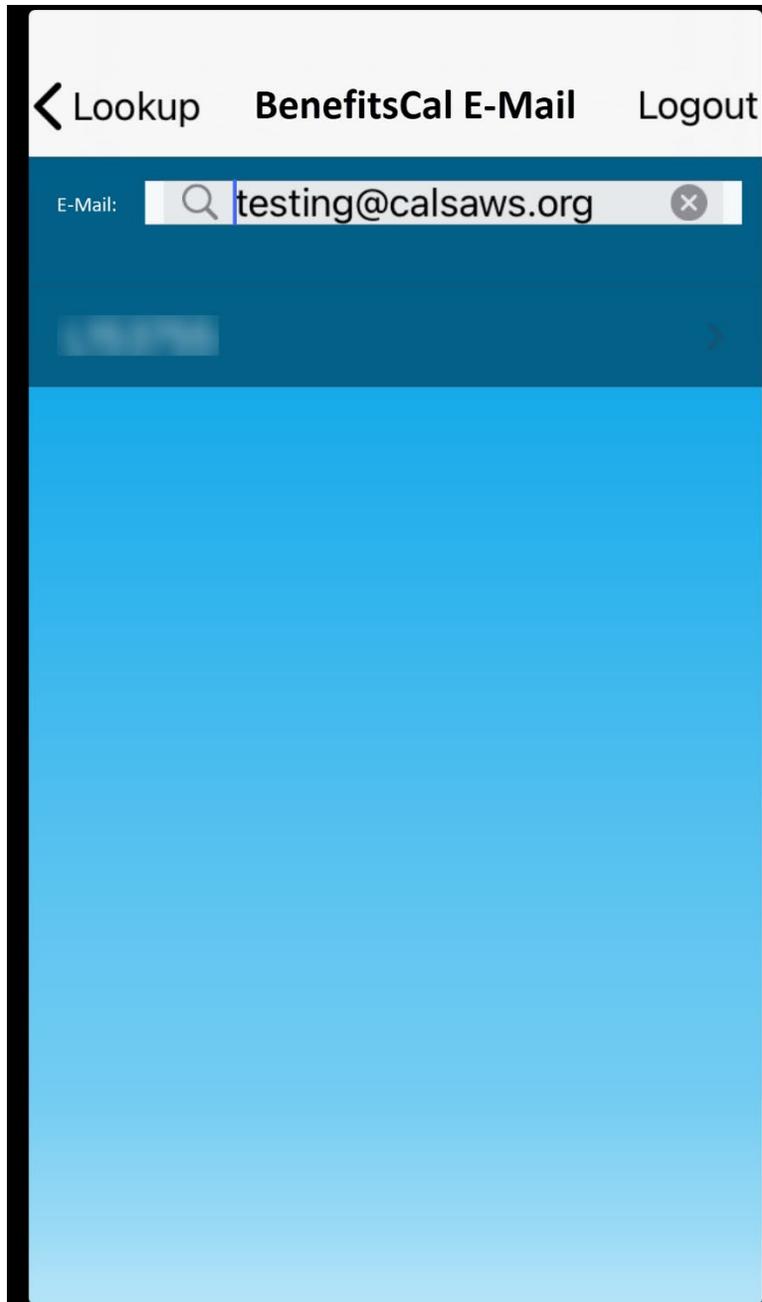


Figure 2.2.7 – BenefitsCal E-Mail screen

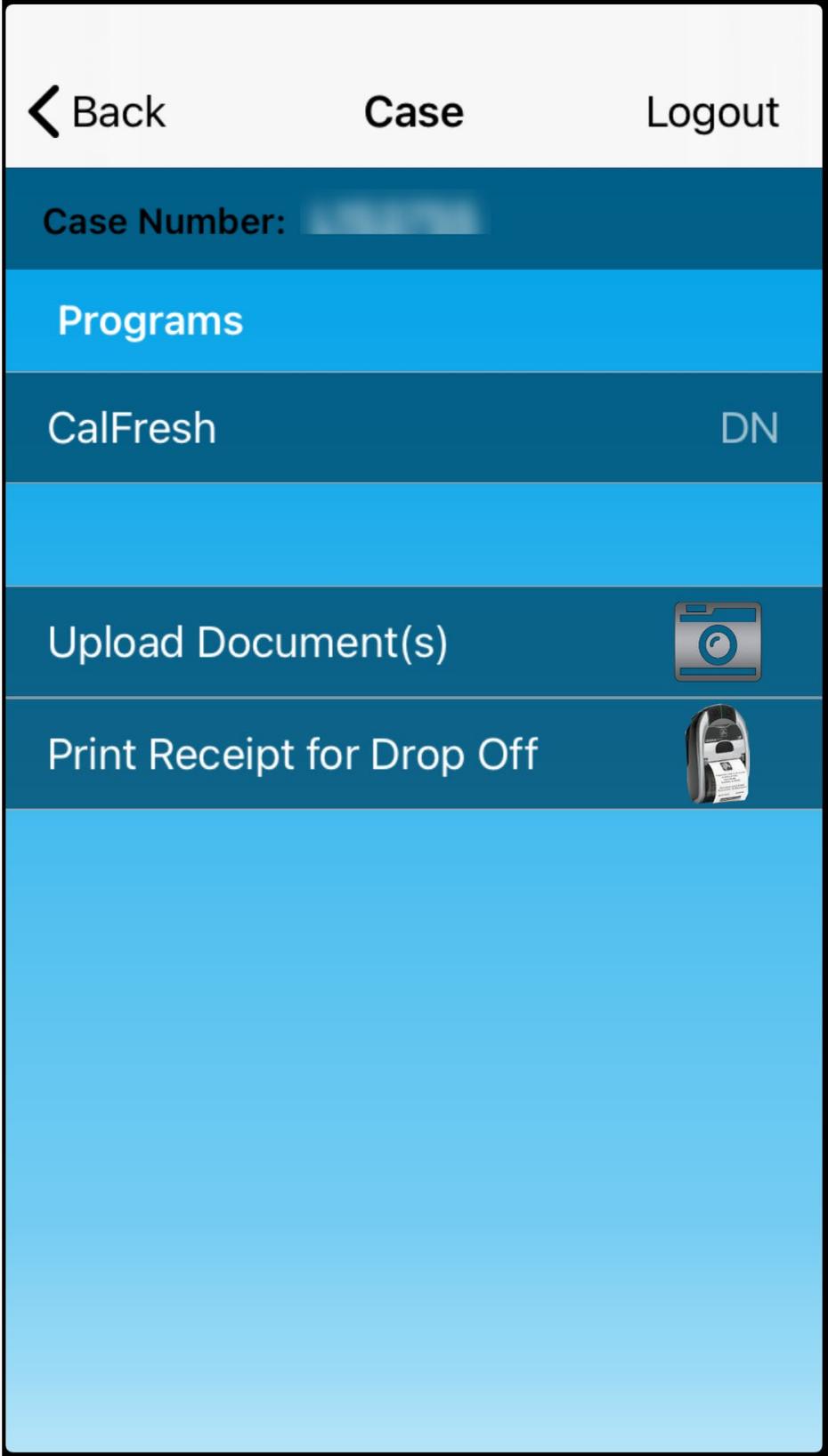


Figure 2.2.8 – Case screen (reference only)

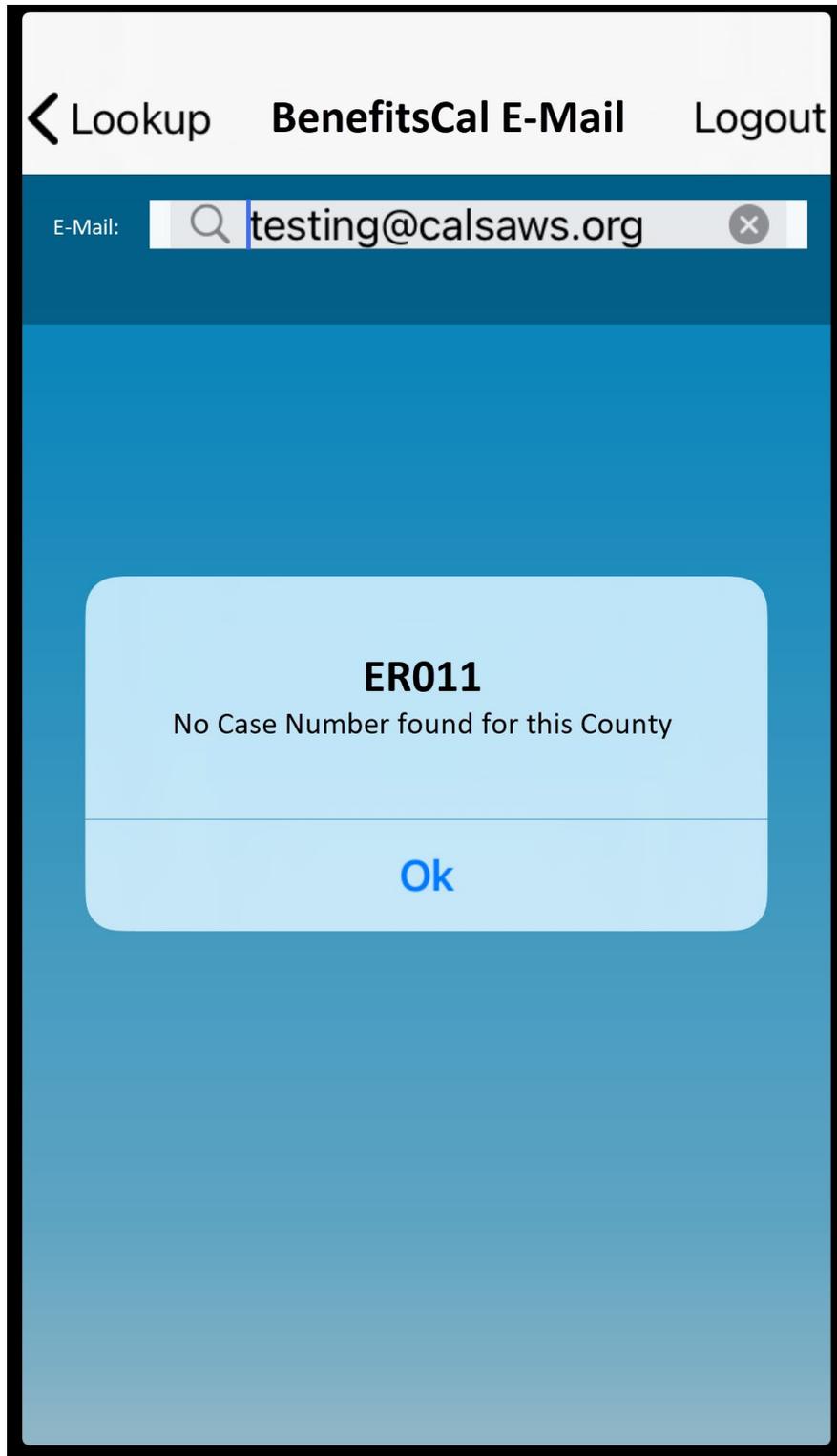


Figure 2.2.9 – BenefitsCal E-Mail screen no cases found for the selected County

 Case Purpose of Visit Logout

Individual:

Visit Purpose*:

Individual Type :

Emergency Requests :

Special Circumstances:

Check In



Figure 2.2.11 – Individual Type field non-mandatory

[← Check In](#) **Add Individual** [Logout](#)

First Name*:

Last Name*:

Middle Initial:

Suffix:

Visit Purpose*:

Individual Type :

Emergency Requests :

Special Circumstances:

Check In

Figure 2.2.12 – Add Individual Screen

[← Case](#) **Purpose of Visit** [Logout](#)

Individual:

Visit Purpose*:

Individual Type :

Emergency Requests :

Special Circumstances:

[Done](#)

Immediate Need
Expedite Services
Homeless Situation

Figure 2.2.13 – Purpose of Visit Screen

← Case
Purpose of Visit
Logout

Individual:

Visit Purpose*:

Individual Type :

Emergency Requests :

Special Circumstances:

Done

Agency Partners
 Apply for Benefits
 Appointment
 Cashier/Repayment
 Collections

Figure 2.2.14 – Purpose of Visit Screen



Figure 2.2.15 – CaISAWS Lobby Check-In Icon for Apple device

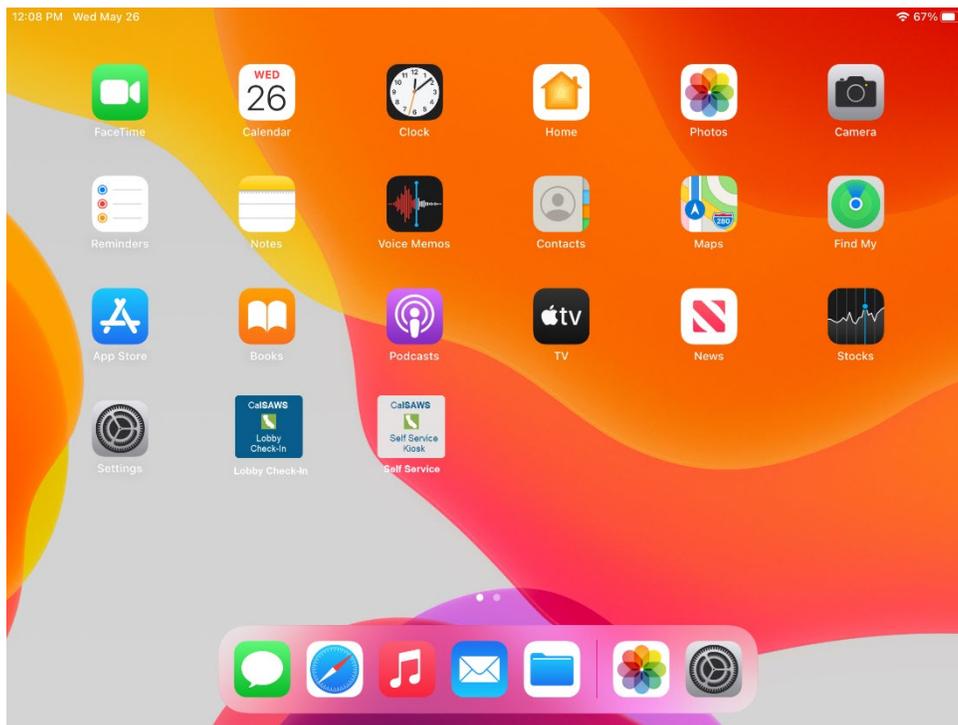


Figure 2.2.16 – Lobby Check-In Icon for Apple device

2.2.3 Description of Changes

1. Remove the YBN Appt Number field from the Appointments screen as shown on Figure 2.2.1.
 - a. Update the Appointments screen on the CaISAWS Lobby Check-In application to remove the field titled 'YBN Appt Number:'
2. Update the Lookup screen on the CaISAWS Lobby Check-In application as shown on Figure 2.2.2
 - i. Remove the field titled 'YBN User Name'
 1. This option is currently only available if the worker that is logged in to the CaISAWS Lobby Check-In

application is associated to an office located in Los Angeles County.

- ii. Remove the field titled 'IVR/CustomerID'.
 - iii. Add a field to the Lookup screen titled 'BenefitsCal E-Mail'.
 1. New field will be located below the field titled 'CIN'.
 2. Choosing the 'BenefitsCal E-Mail field will take the worker to the screen titled 'BenefitsCal E-Mail' as shown on Figure 2.2.3 (please reference #3 below for more details on the BenefitsCal E-Mail screen).
3. Create a new screen titled 'BenefitsCal E-Mail as shown on Figure 2.2.3.
- a. The BenefitsCal User Name screen will be accessible through Lookup screen by clicking the 'BenefitsCal E-Mail' field (reference Figure 2.2.2).
 - b. BenefitsCal E-Mail field will have an editable text field titled 'E-Mail:'.
 - i. Editable text field will have a magnifying glass icon and the text 'BenefitsCal E-Mail' in the background.
 1. Both the Magnifying glass icon and BenefitsCal E-Mail text will be in Gray.
 - ii. Editable text field will not have a limit on the amount of characters that can be inputted on the field.
 - iii. Clicking on the editable text field will bring up the keyboard as shown on Figure 2.2.4 and Figure 2.2.5
 - c. Clicking the 'Search' button on the keyboard will invoke the newly created webservices (reference Section 2.3 and 2.4 for more details on the web services) that will search ForgeRock for the inputted BenefitsCal E-Mail information.

Note: For BenefitsCal E-mail that's found in ForgeRock, the corresponding GUID will be provided. The GUID will then be used to search in CalSAWS for a of all the Case Numbers along with the County information.

- i. The CalSAWS Lobby Check-In application will refresh and display the list of cases that belongs to the County that is being accessed by the CalSAWS Lobby Check-In application as shown on Figure 2.2.7.
 1. Example: For CalSAWS Lobby Check-In application that is accessed for an office located in Riverside County, only cases that is link to Riverside County will be displayed. Even if the BenefitsCal E-Mail is link to other cases that belong to other counties such as such as Los Angeles.

- a. Clicking on the Case number will take the worker to the Case Screen as shown on Figure 2.2.8).
 - ii. The CalSAWS Lobby Check-In application will display the following error message as shown on Figure 2.2.9.
 - 1. 'ER011 No Case Number found for this County'
 - 2. Error message will display when none of the Case Numbers that are link to the BenefitsCal E-Mail belong to the County that is being accessed by the CalSAWS Lobby Check-In application.
 - iii. For BenefitsCal E-Mail that's not found in ForgeRock display the following error message (as reference on Figure 2.2.6):
 - 1. 'ER010 No data found for E-Mail: 'XXXX''
 - a. 'XXXX' will be the BenefitsCal E-Mail that was inputted.
 - d. Clicking on the 'Lookup' field located on the top left side of the screen will take the worker back to the Lookup Screen.
 - e. Clicking on the 'Logout' field located on the top right side of the screen will direct logout the worker and take the worker back to the Main Login screen.
 - i. This will follow existing functionality anytime a worker click on the 'Logout' field through out the application.
- 4. Update all 'Visit Purpose' field on the 'Purpose of Visit screen to be editable.
 - a. Update the value available to be selected in the 'Visit Purpose' field on the 'Purpose of Visit' screen.
 - i. Add the following values as referenced on the Visit Purpose Tab on the CA-217869 Updates to Lobby App values.docx
 - ii. Remove the following values as referenced on the Values to be removed tab on the CA-217869 Updates to Lobby App values.docx
 - iii. Values will be listed in alphabetical order.
- 5. Update the 'Visit Purpose' field on the 'Add Individual' Screen to be editable as shown on shown on Figure 2.2.12.
 - a. Clicking on the Text field for the 'Visit Purpose' field will bring up the scroll box with a list of values available to be selected. Please reference the Visit Purpose Tab on the CA-217869 Updates to Lobby App values.docx for available list.
 - i. Values will be listed in alphabetical order.
- 6. Update the Individual Type field to no longer be mandatory.
 - a. The '*' symbol will be removed from the 'Individual Type' field as shown on Figure 2.2.11 and Figure 2.2.12.
 - b. Update to the Individual Type field apply for all the screens throughout the application
 - i. Add Individual screen
 - ii. Purpose of Visit screen

- c. Add the following values as referenced on the Individual Type Tab on the CA-217869 Updates to Lobby App values.docx
 - d. Remove the following values as referenced on the Values to be removed tab on the CA-217869 Updates to Lobby App values.docx
 - e. Values to be listed in alphabetical order.
7. Add a new editable text field titled 'Emergency Requests':
- a. 'Emergency Requests' field will not be a mandatory field.
 - b. Clicking on the Text field will bring up a list that the worker can scroll through as shown on Figure 2.2.13
 - i. The values to be displayed will be:
 - 1. Immediate Need
 - 2. Expedite Services
 - 3. Homeless Situation
 - ii. Clicking on 'Done' will input the value selected on the text field.
 - c. Value selected on this field will translate to the Emergency Requests field on the Reception Log page in CalSAWS.
Note: Reception Log record will be associated with a red exclamation mark icon on the Initial Time field. This is an existing functionality in Reception Log.
 - d. Emergency Requests field will display on the following screens:
 - i. Purpose of Visit screen
 - 1. New field 'Emergency Requests' will be located below the 'Individual Type' field as shown on Figure 2.2.11 and Figure 2.2.13
 - ii. Add Individual screen
 - 1. New field 'Emergency Requests' will be located below the 'Individual Type' field as shown on Figure 2.2.12.
8. Remove the field titled 'Drop In Purpose' from the Purpose of Visit.
9. Update the 'DPSS Lobby' icon and title for the Lobby Check-In application that display on the Apple device.
- a. The DPSS Lobby icon will be updated to the image as reference on Figure 2.2.14 and Figure 2.2.15.
 - i. Icon will have a blue background and have CalSAWS written on top, Lobby Check-In at the bottom both in white color along with an image in the middle of California in white with green background.
 - b. The DPSS Lobby icon will be renamed from 'DPSS Lobby' to 'Lobby Check-In' as referenced on Figure 2.2.15.

2.2.4 Page Location

N/A

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 CalSAWS Lobby Check-In Application web service

2.3.1 Overview

The Lobby Check-In application will be updated to allow County workers to look up an individual using their BenefitsCal E-Mail. As part of this SCR a new webservice will be created in order to support this new functionality.

2.3.2 Description of Change

1. Create new REST web service that will be invoke when a user search for an individual Case information using their BenefitsCal E-Mail.
 - a. Web service will send the BenefitsCal E-Mail in the Request and return the GUID information that are link to the BenefitsCal E-Mail in the Response.
 - i. Web service will return a 204 No Content when no data are found. Error will display the following message: 'ER010 No data found for E-Mail: XXXX'.
 1. XXXX will be the BenefitsCal E-Mail that was inputted.

Note: A new REST web service will be created that will send the GUID information (GUID will be provided by ForgeRock if one does exist) in the request and will receive the Case Number and County information back in the response. This web service will be used by both the CalSAWS Lobby Check-In application and the CalSAWS Self Service Kiosk application. Please See point number 12 from Section 2.4.2 for more details.

2. Update the following existing webservices to send Emergency Request information as part of the Request.
 - a. <https://HOSTNAME/lobby-service/lobbycheckin/checkin>
 - i. The 'Emergency Request' parameter received from the application will be pass to CalSAWS as is.

- ii. The Webservice will return the 'Emergency Request' parameter back to LMRS as what is received from Reception Log.
 - b. <https://HOSTNAME/lobby-service/lobbycheckin/checkInLobbyTraffic>
 - i. The 'Emergency Request' parameter received from the application will be pass to CalSAWS as is.
 - ii. The Webservice will return the 'Emergency Request' parameter back to LMRS as what is received from Reception Log.
 - c. <https://HOSTNAME/lobby-service/lobbycheckin/selfService/checkIn>
 - i. The 'Emergency Request' parameter received from the application will be pass to CalSAWS as is.
 - ii. The Webservice will return the 'Emergency Request' parameter back to LMRS as what is received from Reception Log.
- 3. Update the existing web service to no longer have the 'Individual' parameter in the request to be mandatory.
 - a. <https://HOSTNAME/lobby-service/lobbycheckin/checkin>
 - i. The 'Individual' parameter received from the application will be pass to CalSAWS as is.
 - ii. The Webservice will return the 'Individual' parameter back to LMRS as what is received from Reception Log.
 - b. <https://HOSTNAME/lobby-service/lobbycheckin/checkInLobbyTraffic>
 - i. The 'Individual' parameter received from the application will be pass to CalSAWS as is.
 - ii. The Webservice will return the 'Individual' parameter back to LMRS as what is received from Reception Log.
 - c. <https://HOSTNAME/lobby-service/lobbycheckin/selfService/checkIn>
 - i. The 'Individual' parameter received from the application will be pass to CalSAWS as is.
 - ii. The Webservice will return the 'Individual' parameter back to LMRS as what is received from Reception Log.
- 4. Create new REST web service that will be invoke when a GUID is provided by ForgeRock application.
 - a. Web service will send the GUID information and County Code in the Request and returns the list of Case Numbers associated to that GUID for that specific County only.
- 5. Update the following existing webservices to send the 'Visit Purpose' parameter received from the application as is to CalSAWS and to send the 'Visit Purpose' back to LMRS as is.
 - a. <https://HOSTNAME/lobby-service/lobbycheckin/checkin>
 - i. The 'Visit Purpose' parameter received from the application will be pass to CalSAWS as is.

- ii. The webservice will return the 'Visit Purpose' code as what is received from Reception Log as is. Logic will no longer look at CT 10606 to determine what code to send back to LMRS.
- b. <https://HOSTNAME/lobby-service/lobbycheckin/checkInLobbyTraffic>
 - i. The 'Visit Purpose' parameter received from the application will be pass to CalSAWS as is.
 - ii. The webservice will return the 'Visit Purpose' code as what is received from Reception Log as is. Logic will no longer look at CT 10606 to determine what code to send back to LMRS.
- c. <https://HOSTNAME/lobby-service/lobbycheckin/selfService/checkin>
 - i. The 'Visit Purpose' parameter received from the application will be pass to CalSAWS as is.
 - ii. The webservice will return the 'Visit Purpose' code as what is received from Reception Log as is. Logic will no longer look at CT 10606 to determine what code to send back to LMRS.

2.3.3 Execution Frequency

N/A

2.3.4 Key Scheduling Dependencies

N/A

2.3.5 Counties Impacted

N/A

2.3.6 Data Volume/Performance

N/A

2.3.7 Interface Partner

N/A

2.3.8 Failure Procedure/Operational Instructions

N/A

2.4 CalSAWS Self Service Kiosk Application web services

2.4.1 Overview

The current web services for the CalSAWS Self Service Kiosk application currently reside in the YBN application. As part of this SCR, these web services will be updated to REST web services along with creating new web services in order to allow participants to Log In using their BenefitsCal User name.

2.4.2 Description of Change

1. Port over the 'ebtAccountBalance' web service to the Lobby Springboot App.
 - a. Web service will send Case Number, County Code and EBT Account Type. The web service will return the EBT Details (EBT balance and balance indicator) in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
 - ii. Web service will return a 204 No Content when no data are found. Error will display the following message: 'ER008: Invalid Case Number for this county'.
2. Port over the 'ebtAccountHistory' web service to the Lobby Springboot App.
 - a. Web service will send Case Number, County Code, EBT Account Type, Search Type, Date, and FNS. The web service will return the EBT Transaction Details (Details for the past 7 days) in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
 - ii. Web service will return a 204 No Content when no data are found. Error will display the following message: 'ER008: Invalid Case Number for this county'.
3. Port over the 'caseInfo' web service to the Lobby Springboot App.
 - a. Web service will send Case Number and County Code. The web service will return the customer data (case detail – Cash issuance, program information, amount, method, date, warrant number, warrant date, available date) in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
 - ii. Web service will return a 204 No Content when no data are found. Error will display the following message: 'ER999 Something is not right here, please contact a lobby worker'.
4. Port over the 'caseAuthRequest' web service to the Lobby Springboot App.

- a. Web service will send Case Number, County Code, Date of Birth, Zip Code, Social Security Number (Last 4 Digits) EBT Number, and Medi Cal BIC Card Number to authenticate the user and logging the person to the CalSAWS Self Service Kiosk Check-In App. The web service will return Case Number, CIN, Middle Initial, SuffixName, First Name, Last Name, Last 4 SSN, DOB, Gender, Program status, Program Code, Worker ID Number, and Special Need in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
 - ii. Web service will return a 204 No Content when an Invalid Parameter is provided. Error will display the following message: 'ER029: Unable to authenticate due to invalid input'.
 - iii. Web service will return a 204 Non Content when the request parameter don't have a minimum of 2 parameters sent. Error will display the following message: 'ER019: Must have minimum 2 answered questions'.
- 5. Port over the 'caseIndividuals' web service to the Lobby Springboot App.
 - a. Web service will send Case Number, officeNumber and County Code. The web service will return the Case Number, CIN, middleInitial, suffixName, First Name, Last Name, Last 4 SSN, DOB, Gender, Program statuses (Program code, program status and worker ID number), Special Need Flag, caseId, caseName, officeName and Case Confidential Flag in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
- 6. Port over the 'caseProgramParticipants?caseNumber=<CaseNumber>' web service to the Lobby Springboot App.
 - a. Web service will send Case Number and County Code. The web service will return the Case Number, CIN, First Name, SuffixName, caseFileNumber, Middle Initial, Last Name, Last 4 SSN, DOB, Gender, Participant Program List (program code, program status, workerid number, first name, last name, special need flag) in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
 - ii. Web service will return a 204 No Content when no data found for the case. Error will display the following message: 'ER008: Invalid Case Number for this county'.
- 7. Port over the 'isVerificationUploadAllowedService' web service to the Lobby Springboot App.
 - a. Web service will send Case Number and County Code, The web service will return either a 'true' response when verification upload is allowed in the response.

- i. County Code will automatically be set to send 19 (for Los Angeles)
- 8. Port over the 'appointments' web service to the Lobby Springboot App.
 - a. Web service will send 'Office Number, County Code, confirmationNumber and Case number. The web service will return the appointment detail (appointment type, begin time, end time, begin date, name, case number, special need flag) in the response.
 - i. County Code will automatically be set to send 19 (for Los Angeles)
 - ii. ~~Web service will return a 204 No Content when no data found for the search parameter. Error will display the following message: 'ER007: No data found for Search Parameter.'~~
 - iii. Web service will return a 204 No Content when no appointments are found in the office ~~or when no data found for the search parameter.~~ Error will display the following message: 'ER030: ~~No Appointments Found in this Office~~' No data found.'
- ~~9. Port over the 'signout' web service to the Lobby Springboot App.

 - a. ~~Web service will send the session id and the web service will return a 200 'OK' status in the response.~~~~
- 10. Port over the 'login' webservice to the Lobby Srpringboot App.
 - a. Web service parameter will be updated to send GUID and County Code (county code of 19 will always be sent, until the application is updated to support all 58 counties). The web service will return Case Number, CIN, Middle Initial, SufxName, First Name, Last Name, Last 4 SSN, DOB, Gender, Program status, Program Code, Worker ID Number, and Special Need in the response.
 - b. Webservice will return a 204 No Content when no Case Number exist for that County (in this case Los Angeles) for the GUID that is provided. Error will display the following message: No Case Number found, please contact a lobby worker.

Note: County Code information that will be sent as part of the Request for the above webservices will automatically be set to '19' (for Los Angeles). This parameter will be updated in the future as part of the same effort that will expand the CalSAWS Self Service Kiosk to support all 58 Counties (CA-229814).

2.4.3 Execution Frequency

[Indicate if this is daily/weekly/monthly etc.... in addition to the day that they batch job should run if not daily.]

2.4.4 Key Scheduling Dependencies

[Provide any of the predecessors and/or successors for this job.]

2.4.5 Counties Impacted

[Indicate if all counties or the specific counties that are impacted by this Change.]

2.4.6 Data Volume/Performance

[Provide the anticipated number of records created/processed and the impact on performance.]

2.4.7 Interface Partner

[Document who the interface is with and include any assumptions, constraints, and details. For example, what days will they process files, if there is a return interface what is the turnaround.]

2.4.8 Failure Procedure/Operational Instructions

[Document the process for handling interface failures.]

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.0	Online	Lobby Application values update	CA-217869 Updates to Lobby App values.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
DDID 1778	<p>Original: The CONTRACTOR shall expand the Los Angeles County's iOS solution to support all 58 Counties. The C-IV java solution shall also be integrated to support the current Kiosk and FACTs for use by all 58 Counties.</p> <p>Revised: The CONTRACTOR shall expand the Los Angeles County's iOS CalSAWS Self Service Kiosk Check-in solution to support all 58 Counties, remove all dependency from the YBN application and to communicate to the Hyland Imaging Solution.</p>	<p>The CalSAWS Self Service Kiosk Check-In Application will be updated to no longer be county specific and to communicate to the new Hyland Imaging Solution. Secondly, all dependency to YBN application will be removed from both the CalSAWS Self Service Kiosk Check-In application and the Lobby Check-In Application. Secondly, both the CalSAWS Self Service Kiosk Check</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-217944

ACL 20-113 / 20-120 - CW 60 MTC and WTW 24
MTC

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
06/01/2021	1.0	Initial Draft	Connor O'Donnell, Susanna Martinez, Jimmy Tu, Michael Barillas, Sridhar Mullapudi
1/10/2022	1.1	Design Clarification Section 2.3.6 #2 Remove WTW Page Mapping Section 2.32.2 #2 Additional CTCR for CT10527	Jimmy Tu
01/26/2022	1.2	Content Revision – Update wording of Section 2.5 and 2.7	Connor O'Donnell
2/2/2022	1.3	Design Clarification Section 2.31.2: DCR pending time limit extenders to denied.	Jimmy Tu
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2/22/2022	1.5	Content Revision – Update wording of Section 2.9 Section 2.29 - Removal of the WTW column in the Time Limit Report detail sheet	Connor O'Donnell, Susanna Martinez
2/24/2022	1.6	Section 2.31.2 #4 – Update Code Hierchy Table to End Date reasons (Removed CTCR in Section 2.32.2 #1 Section 2.4.3 #5 – Show past historical WTW 44 records.	Jimmy Tu
3/3/2022	1.7	Section 2.12: Updated overview and reason display logic Section 2.13.2: Removed unused non-compliance reason 2.14.2: Removed unused status reason	Jason Francis

Table of Contents

1	Overview	11
1.1	Current Design.....	12
1.2	Requests.....	12
1.3	Overview of Recommendations.....	12
1.4	Assumptions	14
2	Recommendations.....	15
2.1	Time Limit Summary Page.....	15
2.1.1	Overview	15
2.1.2	Time Limit Summary Page Mockup	15
2.1.3	Description of Changes	15
2.1.4	Page Location	15
2.1.5	Security Updates.....	16
2.1.6	Page Mapping.....	16
2.1.7	Page Usage/Data Volume Impacts	16
2.2	Cash Aid Time Limit Month List Page	16
2.2.1	Overview	16
2.2.2	Cash Aid Time Limit Month List Mockup.....	17
2.2.3	Description of Changes	17
2.2.4	Page Location	17
2.2.5	Security Updates.....	17
2.2.6	Page Mapping.....	18
2.2.7	Page Usage/Data Volume Impacts	18
2.3	Cash Aid Time Limit Month Detail Page	18
2.3.1	Overview	18
2.3.2	Cash Aid Time Limit Month Detail Mockup.....	19
2.3.3	Description of Changes	19
2.3.4	Page Location	20
2.3.5	Security Updates.....	20
2.3.6	Page Mapping.....	20
2.3.7	Page Usage/Data Volume Impacts	20
2.4	Time Limit Extension Request Detail Page	21
2.4.1	Overview	21

2.4.2	Time Limit Extension Request Detail Mockup.....	21
2.4.3	Description of Changes	21
2.4.4	Page Location	22
2.4.5	Security Updates.....	22
2.4.6	Page Mapping.....	23
2.4.7	Page Usage/Data Volume Impacts	23
2.5	WTW Assistance Unit Summary	23
2.5.1	Overview	23
2.5.2	WTW Assistance Unit Summary Mockup	24
2.5.3	Description of Changes	24
2.5.4	Page Location	25
2.5.5	Security Updates.....	25
2.5.6	Page Mapping.....	25
2.5.7	Page Usage/Data Volume Impacts	25
2.6	WTW Assistance Unit Hours Requirement	25
2.6.1	Overview	25
2.6.2	WTW Assistance Unit Hours Requirement	25
2.6.3	Description of Changes	26
2.6.4	Page Location	26
2.6.5	Security Updates.....	27
2.6.6	Page Mapping.....	27
2.6.7	Page Usage/Data Volume Impacts	27
2.7	Activity Agreement Detail.....	27
2.7.1	Overview	27
2.7.2	Activity Agreement Detail Mockup	27
2.7.3	Description of Changes	28
2.7.4	Page Location	29
2.7.5	Security Updates.....	29
2.7.6	Page Mapping.....	29
2.7.7	Page Usage/Data Volume Impacts	29
2.8	ICT Person Detail.....	29
2.8.1	Overview	29
2.8.2	ICT Person Detail Mockup	29
2.8.3	Description of Changes	29
2.8.4	Page Location	30

2.8.5	Security Updates.....	30
2.8.6	Page Mapping.....	30
2.8.7	Page Usage/Data Volume Impacts	30
2.9	Family Stabilization Detail	30
2.9.1	Overview	30
2.9.2	Family Stabilization Detail Mockup.....	30
2.9.3	Description of Changes	31
2.9.4	Page Location	32
2.9.5	Security Updates.....	32
2.9.6	Page Mapping.....	32
2.9.7	Page Usage/Data Volume Impacts	32
2.10	Update EDBC Rules for CW 60 MTC.....	33
2.10.1	Overview	33
2.10.2	Description of Changes	33
2.10.3	Programs Impacted	33
2.10.4	Performance Impacts	33
2.11	Data Change to Update WTW Non-Compliance Records.....	33
2.11.1	Overview	33
2.11.2	Description of Changes	33
2.11.3	Programs Impacted	34
2.11.4	Performance Impacts	34
2.12	Update WTW Non-Compliance Status Reasons	34
2.12.1	Overview	34
2.12.2	Description of Changes	34
2.12.3	Programs Impacted	34
2.12.4	Performance Impacts	34
2.13	Add Validation on the Eligibility Non-Compliance Detail Page	35
2.13.1	Overview	35
2.13.2	Description of Changes	35
2.13.3	Programs Impacted	35
2.13.4	Performance Impacts	35
2.14	Update WTW/REP Status Reasons	35
2.14.1	Overview	35
2.14.2	Description of Changes	36
2.14.3	Programs Impacted	36

2.14.4 Performance Impacts	36
2.15 Data Change to Update WTW/REP Program Status	36
2.15.1 Overview	36
2.15.2 Description of Changes	36
2.15.3 Programs Impacted	37
2.15.4 Performance Impacts	37
2.16 Automated Actions.....	37
2.16.1 Overview	37
2.16.2 Description of Changes	37
2.17 Deactivate Participant Exceeded WTW Month Clock Task Batch Jobs.....	38
2.17.1 Overview	38
2.17.2 Description of Change.....	39
2.17.3 Estimated Number of Records Impacted/Performance.....	39
2.18 Modify Participant Exceeded CW Month Clock Tasks.....	39
2.18.1 Overview	39
2.18.2 Description of Change.....	39
2.18.3 Execution Frequency.....	39
2.18.4 Key Scheduling Dependencies.....	39
2.18.5 Counties Impacted	40
2.18.6 Data Volume/Performance.....	40
2.18.7 Failure Procedure/Operational Instructions.....	40
2.19 Modify CW Timed Out Turning 60 Task Batch Job	40
2.19.1 Overview	40
2.19.2 Description of Change.....	40
2.19.3 Execution Frequency.....	40
2.19.4 Key Scheduling Dependencies.....	40
2.19.5 Counties Impacted	40
2.19.6 Data Volume/Performance.....	41
2.19.7 Failure Procedure/Operational Instructions.....	41
2.20 Modify 48 Month Time Limit Flag Changed Task Batch Job.....	41
2.20.1 Overview	41
2.20.2 Description of Change.....	41
2.20.3 Execution Frequency.....	41
2.20.4 Key Scheduling Dependencies.....	41
2.20.5 Counties Impacted	41

2.20.6	Data Volume/Performance.....	41
2.20.7	Failure Procedure/Operational Instructions.....	42
2.21	Modify Find CW 48 Month Sweep EDBC Sweep job	42
2.21.1	Overview	42
2.21.2	Description of Change.....	42
2.21.3	Execution Frequency.....	42
2.21.4	Key Scheduling Dependencies.....	42
2.21.5	Counties Impacted	42
2.21.6	Data Volume/Performance.....	42
2.21.7	Failure Procedure/Operational Instructions.....	42
2.22	Modify eICT Interface Writer – Transfer case section	43
2.22.1	Overview	43
2.22.2	Description of Change.....	43
2.22.3	Execution Frequency.....	43
2.22.4	Key Scheduling Dependencies.....	44
2.22.5	Counties Impacted	44
2.22.6	Data Volume/Performance.....	44
2.22.7	Failure Procedure/Operational Instructions.....	44
2.23	Modify eICT Interface Reader.....	44
2.23.1	Overview	44
2.23.2	Description of Change.....	44
2.23.3	Execution Frequency.....	45
2.23.4	Key Scheduling Dependencies.....	45
2.23.5	Counties Impacted	45
2.23.6	Data Volume/Performance.....	45
2.23.7	Failure Procedure/Operational Instructions.....	45
2.24	Turn off WDTIP Outbound WTW Transaction.....	45
2.24.1	Overview	45
2.24.2	Description of Change.....	46
2.24.3	Execution Frequency.....	46
2.24.4	Key Scheduling Dependencies.....	46
2.24.5	Counties Impacted	46
2.24.6	Data Volume/Performance.....	46
2.24.7	Failure Procedure/Operational Instructions.....	46
2.25	Time Limit Extension Batch.....	47

2.25.1	Overview	47
2.25.2	Description of Change	47
2.25.3	Execution Frequency.....	47
2.25.4	Key Scheduling Dependencies	47
2.25.5	Counties Impacted	47
2.25.6	Data Volume/Performance.....	47
2.25.7	Failure Procedure/Operational Instructions.....	47
2.26	Time Limit Meeting WPR Exemption Batch.....	47
2.26.1	Overview	47
2.26.2	Description of Change	47
2.26.3	Execution Frequency.....	48
2.26.4	Key Scheduling Dependencies	48
2.26.5	Counties Impacted	48
2.26.6	Data Volume/Performance.....	48
2.26.7	Failure Procedure/Operational Instructions.....	48
2.27	WTW Plan Sign Date Adjustment Batch.....	48
2.27.1	Overview	48
2.27.2	Description of Change	48
2.27.3	Execution Frequency.....	48
2.27.4	Key Scheduling Dependencies	48
2.27.5	Counties Impacted	48
2.27.6	Data Volume/Performance.....	48
2.27.7	Failure Procedure/Operational Instructions.....	49
2.28	Time Limit Batch.....	49
2.28.1	Overview	49
2.28.2	Description of Change	49
2.28.3	Execution Frequency.....	49
2.28.4	Key Scheduling Dependencies	49
2.28.5	Counties Impacted	49
2.28.6	Data Volume/Performance.....	49
2.28.7	Failure Procedure/Operational Instructions.....	49
2.29	Time Limit Report	49
2.29.1	Overview	49
2.29.2	Time Limit Report Mockup.....	50
2.29.3	Description of Change	50

2.29.4	Report Filters	51
2.29.5	Report Location	51
2.29.6	Counties Impacted	51
2.30	CalWORKs/RCA Adults 16 Years and Over Report, WTW and REP Caseload Activity Report and CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard	52
2.30.1	Overview	52
2.30.2	CalWORKs/RCA Adults 16 Years and Over Report, WTW and REP Caseload Activity Report and CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard Mockup	52
2.30.3	Description of Change	54
2.30.4	Report Locations.....	54
2.30.5	Counties Impacted	55
2.30.6	Security Updates.....	55
2.31	Data Change Request	55
2.31.1	Overview	55
2.31.2	Description of Change	55
2.31.3	Estimated Number of Records Impacted/Performance.....	56
2.32	Code Table Change Request	57
2.32.1	Overview	57
2.32.2	Description of Change	57
2.32.3	Estimated Number of Records Impacted/Performance.....	57
3	Supporting Documents	57
4	Requirements.....	59
4.1	Project Requirements.....	59
5	Migration Impacts	59
6	Outreach.....	60
6.1	Lists.....	60
7	Appendix.....	62

1 OVERVIEW

SCR describes the changes needed to extend the CW 48 month time clock to 60 month time clock and repeal the WTW 24 month time clock effective 05/01/2022.

Extension of CW 48 month time clock to 60 month time clock

Adult CalWORKs participants shall be eligible to receive CalWORKs for a maximum of 60 cumulative and countable months. This 60-month CalWORKs time limit replaces the 48-month CalWORKs time limit that was implemented effective July 1, 2011.

The following months count towards the cumulation 60 months' time on aid

1. All months of CalWORKs aid received as a grant payment in California since January 1, 1998;
2. All months of CalWORKs aid received as a Special Needs payment
3. All months of CalWORKs aid received as a Zero Basic Grant (ZBG) payment
4. All months of CalWORKs aid received as an Immediate Need payment
5. All months of CalWORKs aid received as a Diversion payment
6. All months of CalWORKs aid received as Aid Paid Pending (APP)
7. All months of CalWORKs aid received as an overpayment that exceeded the CalWORKs time limit
8. All months of Temporary Assistance for Needy Families (TANF) assistance received from other states since January 1, 1998
9. All months of Tribal TANF assistance received since January 1, 1998

The following months do not count towards the cumulative 60 month time clocks

1. Months of TANF aid received in California or any other state between September 1, 1996, (when some states first implemented their TANF program) and December 31 1997.
2. Months in which the adult was exempt from the CalWORKs time limit for any of the reasons listed in the MPP Section 42-302.21.
3. Months in which a full-month CalWORKs aid overpayment was repaid.
4. Months in which a retroactive disability exemption was applied per ACL 15-08.
5. Months in which an Executive Order did not count aid received towards the time limit, including EO N-29-20, EO N-69-20 and EO N-75-20.
6. Months in which the adult was not aided due to a sanction that removed the adult from the assistance unit (AU).

The federal TANF 60-month time limit rules shall remain unchanged.

A mass informing notice Temp 3022 containing information regarding these changes shall be sent to all CalWORKs recipients at least 90 days prior to implementation. The informing notice shall be implemented under SCR CA- 227816.

Three new notices shall be added to advise recipients of their TOA between their 54th and 57th month and 30 other notices and forms will be updated to reflect the CalWORKs eligibility changes.

Repeal of WTW 24 month time clocks and CalWORKs federal standards and establish the CalWORKs hourly participation requirements.

The WTW 24-MTC provides 24 cumulative months of flexibility to help clients address barriers to and prepare for employment. While using the WTW 24-MTC, adults may

participate in any of the full array of CalWORKs activities, based on an assessment, without a core hourly requirement or activity time limits. During these 24 cumulative months, clients must meet WTW 24-MTC CalWORKs minimum standards depending on their household and assistance unit (AU) compositions. Clients who fail to meet CalWORKs federal standards after exhausting the WTW 24-MTC and any extensions must have their needs removed from the family grant calculation.

With the implementation of this SCR effective 05/01/2022 shall repeal both the WTW 24-MTC and CalWORKs federal standards and establishes the CalWORKs minimum standards as the sole set of CalWORKs hourly participation requirements throughout a client's time on aid, referred to henceforth as CalWORKs Hourly Participation Requirements.

1.1 Current Design

Adult CalWORKs participants shall be eligible to receive CalWORKs for a maximum of 48 cumulative and countable months

WTW participants are provided 24 cumulative months of flexibility on WTW program to help clients to and prepare for employment. While using the WTW 24-MTC, clients must meet CalWORKs minimum standards depending on their household and assistance unit (AU) compositions. Clients who fail to meet CalWORKs federal standards after exhausting the WTW 24-MTC and any extensions must have their needs removed from the family grant calculation.

1.2 Requests

1. Effective May 1, 2022, adults will be eligible to receive CalWORKs for a maximum of 60 cumulative and countable months. This 60-month CalWORKs time limit replaces the 48-month CalWORKs time limit that was implemented July 1, 2011
2. Effective May 01, 2022 repeals both the WTW 24-MTC and CalWORKs federal standards and establishes the CalWORKs minimum standards as the sole set of CalWORKs hourly participation requirements throughout a client's time on aid.

1.3 Overview of Recommendations

1. Update the column headers on the WTW Assistance Unit Summary page to accurately reflect the new terminology.
2. Update the Activity Agreement Detail page to have accurate column headers.
3. Update the Activity Agreement Detail page to reflect the updates to Plan Type and the removal of the WTW clock.
4. Update the ICT Person Detail page with the removal of the WTW Clock and the updates to the 'Months Remaining' on the CalWORKs clock.
5. Update the Family Stabilization Detail page with updated Denied/Ineligible Reasons

6. Update CalWORKs Time on Aid Limit from 48 to 60(CT-335 CT)
7. Update the WTW Assistance Unit Hours Requirement page
8. Create a DCR to end date the WTW or REP 24 MTC non-compliance records effective 04/30/2022
9. Update WTW status reasons for WTW or REP 24 MTC to be end dated effective 04/30/2022
10. Update WTW or REP type non-compliance with WTW 24 MTC reasons to be end dated effective 04/30/2022
11. Add new validation that stops the user from selecting the WTW or REP 24 MTC reason on the non-compliance page effective 5/1/2022
12. Create a DCR to update the WTW or REP program that is sanctioned with WTW 24 MTC reasons
13. Modify automated actions per the deactivation of the WTW Time Clock and the updates to the CalWORKs Time Clock.
14. Deactivate Participant Exceeded WTW Month Clock Task Batch Jobs
15. Modify Participant Exceeded CW Month Clock Tasks to push back the CW months.
16. Modify CW Timed Out Turning 60 Task Batch Job to check for CW count of 60 months.
17. Modify 48 Month Time Limit Flag Changed Task Batch Job's backend labels.
18. Modify Find CW 48 Month Sweep EDBC Sweep job to sweep for cases that reach 60 CW months.
19. Modify eICT writer/reader to no longer populate/process the WTW month time clock section.
20. Deactivate WDTIP Outbound WTW transaction (LD03).
21. Modify to Time Limit Summary page to update the CalWORKs 48 Months to 60 Months.
22. Modifications to Cash Aid Time Limit Month List page to update the CalWORKs 48 Months to 60 Months.
23. Update Cash Aid Time Limit Month Detail page to update the page validation that will prevent the user from approving a CalWORKs extension if there are months remaining on the 60-month time clock.
24. Modify the Time Limit Extension Request Detail page to update the page validation that will prevent the user from approving a CalWORKs extension if there are months remaining on the 60-month time clock.
25. Update the logic that determines CalWORKs 60-month Time Clock time limit months remaining to include approved extension requests for the month that eligibility is running for.
26. Update the Time Limit Extension Batch – If the individual's time limit extension is for a CW program, validate that they have exceeded their 60 month time clock for the upcoming month"
27. Update the Time Limit Daily & Monthly Batch to modify the limit for applying CW extensions from 48 months to 60 months.
28. Do a DCR to identify individuals who have CW Extenders on their 48 MTC and end date them effective 04/30/2022, allowing the clock to tick until it hits the 60th month
29. Update the Time Limit Summary page to deprecate the WTW 24 MTC effective 04/30/2022.

30. Modifications to Cash Aid Time Limit Month List page to remove the WTW 24 MTC.
31. Update Cash Aid Time Limits Month Detail page to remove the references for WTW 24 MTC.
32. Update the Time Limit Extension Request Detail page to end date the extender options which relates to WTW 24 MTC effective 4/30/2022.
33. Modifications to the Time Limit Extension Batch to not apply extensions for WTW 24 MTC anymore after the final policy is released.
34. Turn Off the Time Limit Meeting WPR Exemption Batch.
35. Turn off WTW Plan Sign Date Adjustment Batch.
36. Do a DCR to identify individuals who have WTW Extenders on their 24 MTC and end date them to 4/30/2022 so that there are no extenders going forward.
37. End Date Exempt and Good Cause Reasons in CT863 effective 4/30/2022.
38. Update the Time Limit Report batch sweep to limit to the appropriate number of months
39. Update the Time Limit Report layout to count CW months based on the updated number of months (Cosmetic primarily)
40. Update the Time Limit Report sweep job to remove WTW 24 MTC logic (or modify to run for retro periods)
41. Modify the Time Limit Report layout to remove 24 MTC references (or modify to run for retro periods)
42. Modify the Case Activity > WTW and REP Caseload Activity Report, the CalWORKS/RCA Adults 16 Years and Over Report and the CalWORKs/RCA Adults by Welfare-to-Work Category dashboard to either remove WTW 24 MTC references, or leave them with modifications to work for retro periods.

1.4 Assumptions

1. The activity participation hours calculation for the AU shall remain unchanged.
2. Changes to WTW program with the repeal of WTW 24 MTC shall also apply to REP program.
3. SCR CA-232366 shall attempt to add the timed out active participant back into the CW AU through a Batch EDBC run.
4. Tasks described in '2.16 Automated Actions' will be assigned based on existing logic.

2 RECOMMENDATIONS

2.1 Time Limit Summary Page

2.1.1 Overview

This page allows the user to add, edit, view, or remove Time Limit Information for all program applicants.

2.1.2 Time Limit Summary Page Mockup

Time Limit Summary

The mockup displays two sections: ABAWD and Cash-Aid. The ABAWD section has a 'Continue' button and a table with columns 'Name', 'Begin Month', and 'End Month'. The Cash-Aid section has a 'Remove' button and a table with columns 'Name', 'TANF Used Months', 'TANF Remaining Months', 'CalWORKs Used Months', and 'CalWORKs Remaining Months'.

ABAWD		
Name	Begin Month	End Month
No Data Found		

Continue

Add

Cash-Aid				
<input type="checkbox"/> Name	TANF Used Months	TANF Remaining Months	CalWORKs Used Months	CalWORKs Remaining Months
<input type="checkbox"/> [REDACTED]	16	44	7	53

Remove

Figure 2.1.1 – Time Limit Summary Mockup

2.1.3 Description of Changes

1. Modify to Time Limit Summary page to update the CalWORKs 48 Months to 60 Months.
2. Update the Time Limit Summary page to deprecate the WTW 24 MTC effective 05/01/2022.

2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Time Limits

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.1.6 Page Mapping

1. Remove the following from page mapping:
 - a. "WTW Used Months"
 - b. "WTW Remaining Months"

2.1.7 Page Usage/Data Volume Impacts

None.

2.2 Cash Aid Time Limit Month List Page

2.2.1 Overview

This page allows the user to add, edit, view, or remove Cash Aid Time Limit Month information for a particular participant/beneficiary.

2.2.2 Cash Aid Time Limit Month List Mockup

Cash Aid Time Limit Month List

Close

Name: [REDACTED]

Clocks	Months Used	Months Remaining
TANF	18	42
CalWORKs	3	57

Search Results Summary
Results 1 - 18 of 18

	Month/Year	TANF	CalWORKs	County	Add Reason	
<input type="checkbox"/>	07/2021	Count	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/>	06/2021	Count	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/>	05/2021	Count	Exempt	Los Angeles	CalSAWS Month	Edit View History
<input type="checkbox"/>	04/2021	Count	Exempt	Los Angeles	CalSAWS Month	Edit View History

Figure 2.2.1 – Cash Aid Time Limit Month List Mockup

2.2.3 Description of Changes

1. Modifications to Cash Aid Time Limit Month List page to remove the WTW 24 MTC effective 5/1/2022.
 - a. These include the removal of WtW Plan Sign Date, Time Clock Start Date, Time Clock Start Reason, and County Fields.
2. Modifications to Cash Aid Time Limit Month List page to update the CalWORKs 48 Months to 60 Months.

2.2.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Time Limits

2.2.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

--	--	--

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.2.6 Page Mapping

- 1. Remove "WTW" from page mapping.

2.2.7 Page Usage/Data Volume Impacts

None.

2.3 Cash Aid Time Limit Month Detail Page

2.3.1 Overview

The Cash Aid Time Limit Month Detail page allows the user to add, view, edit, or remove Cash Aid Time Limit information for a specific month. Effective 5/1/2022, this page will be updated so that the WTW Clock will be removed along with the Reason codes listed below in section 2.3.3 will no longer be available to select in the system.

2.3.2 Cash Aid Time Limit Month Detail Mockup

Cash Aid Time Limit Month Detail

* - Indicates required fields

Edit Close

Name: * [REDACTED]	Effective Month: * 05/2021	Add Reason: * CalSAWS Month
Aid Issued By: * Los Angeles	Send to WDTIP? * Yes	Case Number: * [REDACTED]
Program: * CalWORKs	Aid Code: 30 - CW-All Other Families (Fed)	

Exceptions			
Type	Reason	Clocks	Created By
Exempt	377 - Grant Amount \$10 or Less	CalWORKs	Batch, PB19E305

Clocks	Status
TANF	Count
CalWORKs	Exempt

Figure 2.3.1 – Cash Aid time Limit Month Detail Mockup

2.3.3 Description of Changes

1. Update Cash Aid Time Limit Month Detail page to update the page validation that will prevent the user from approving a CalWORKs extension if there are months remaining on the CW 60-month time clock.
2. Update Cash Aid Time Limit Month Detail page to remove the references for WTW 24 MTC effective 5/1/2022.
3. Update the Cash Aid Time Limit Month Detail page to end date the following reason codes, which will no longer display, effective 4/30/2022:
 - a. Sanction
 - i. 209 – Removed from Aid
 - b. Exempt
 - i. 319 – Meeting WPR
 - ii. 320 – Excused 2nd Parent from WTW Activities
 - iii. 321 – Participating in Appraisal, Assessment, or Development of a WTW Plan
 - iv. 322 – Participating in WTW Job Search
 - c. Good Cause
 - i. 402 – 18/24 Month Limit
 - ii. 404 – SIP
 - iii. 405 – Failure to Benefit from Assigned Activities
 - iv. 408 – Other Good Cause
 - d. Extender
 - i. 606-WTW-Likely to Obtain Employment
 - ii. 607-WTW-Labor Market Barriers

- iii. 608-WTW-Progress In Education
- iv. 609-WTW-Progress in Treatment
- v. 610-WTW-Diagnosed learning or Disability
- vi. 611-WTW-SSI Disability Benefits
- vii. 612-WTW-Two Parents Assistance Unit

2.3.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Time Limits

2.3.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.3.6 Page Mapping

1. Remove WTW Status (Section: Clocks) from page mapping.

2.3.7 Page Usage/Data Volume Impacts

None.

2.4 Time Limit Extension Request Detail Page

2.4.1 Overview

This page allows the user to add, edit, view or remove Time Limit extension request information.

2.4.2 Time Limit Extension Request Detail Mockup

Time Limit Extension Request Detail

*- Indicates required fields

Save Save and Return Cancel

Name: * - Select -	Reason Code: * - Select - 600 - SDI, TDI, IHSS, or SSP Benefits 601 - CW - 60 Yrs and Older 602 - CW - NPC Providing Care 603 - CW - Caring for Ill/Incap. HH Member 604 - CW - Unable to keep Job or Coop. 605 - CW - Domestic Abuse Good Cause	Clocks: Status: * Pending
------------------------------	--	---

Save Save and Return Cancel

Figure 2.4.1 – Reason Code Dropdown

Time Limit Extension Request Detail

*- Indicates required fields

Save Save and Return Cancel

Name: * - Select -	Reason Code: * - Select -	Clocks:
Request Source: * - Select - CW 2190A Client Worker	Request Date: * [Date Picker]	Status: * Pending
Begin Month: [Date Picker]	End Month: [Date Picker]	

Save Save and Return Cancel

Figure 2.4.2 – Request Source Dropdown

2.4.3 Description of Changes

1. Update the Time Limit Extension Request Detail page to end date 'WTW 44' from 'Request Source' field dropdown effective 4/30/2022.
2. Update the Time Limit Extension Request Detail page to end date the following WTW Time Limit Extension Reason Codes from the 'Reason Code' field dropdown effective 4/30/2022:
 - a. 606-WTW-Likely to Obtain Employment
 - b. 607-WTW-Labor Market Barriers
 - c. 608-WTW-Progress In Education

- d. 609-WTW-Progress in Treatment
 - e. 610-WTW-Diagnosed learning or Disability
 - f. 611-WTW-SSI Disability Benefits
 - g. 612-WTW-Two Parents Assistance Unit
3. Modify the Time Limit Extension Request Detail page to update the page validation that will prevent the user from approving a CalWORKs extension if there are months remaining on the 60-month time clock.
 4. Update the logic that determines CalWORKs 60-month Time Clock time limit months remaining to include approved extension requests for the month that eligibility is running for.

If the individual has an approved CalWORKs 60-Month Time Clock Extension Request where the Begin Month and End Month is between the EDBC Benefit Month, EDBC will evaluate the approved CalWORKs 60-Month Time Clock extension to not discontinue the person due to being timed-out on their CalWORKs 60-Month Time Clock.

5. Update the Time Limit Extension Request Detail page to display historical "WTW 44" records in view mode only after 4/30/2022. This Request Source will not be able available in create or edit mode after 4/30/2022.

2.4.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Time Limits

2.4.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.4.6 Page Mapping

None.

2.4.7 Page Usage/Data Volume Impacts

None.

2.5 WTW Assistance Unit Summary

2.5.1 Overview

The WTW Assistance Unit Summary page summarizes the hours, people, and activities tied to a given person on a WTW program. The changes to this page will replace the column header 'Minimum Hours' with the header 'Participation Hours'.

2.5.2 WTW Assistance Unit Summary Mockup

WTW Assistance Unit Summary

From:
 [View](#)

Required Hours For Month

Month	Participation Hours	Total Federal	Core Federal
06/2021	35	35	35

Assistance Unit Adults for Month

Name	CW Role	Work Reg. Type	Work Reg. Status	Empl. Program	Last Program Status	Last Program Status Reason
No Data Found						

Scheduled Customer Activities for Month

Name	Activity Type	Status	Schedule Begin Date	Schedule Start Date	Schedule End Date	Participation Hours	Federal Hours	Core Hours
No Data Found								

WTW Plans for Month

Form Type	Name	Plan Type	Create Date	Sign Date	Participation Hours	Core Hours
No Data Found						

Name: [Add Agreement](#)

Figure 2.5.1 – WTW Assistance Unit Summary Page

2.5.3 Description of Changes

1. Make the following adjustments to the 'Required Hours for Month' table effective 05/01/2022:
 - a. Rename the 'Total **Hours Minimum**' column to 'Participation Hours'.
2. Make the following adjustments to the 'Scheduled Customer Activities for Month' table effective 05/01/2022:
 - a. Rename the '**Total Minimum** Hours' column to 'Participation Hours'.
3. Make the following adjustments to the 'WTW Plans for Month' table effective 05/01/2022:

- a. Rename the 'Total Hours' column to 'Participation Hours'.
- b. Remove the 'WTW Clock' column header.

2.5.4 Page Location

- **Global: Empl. Services**
- **Local: Activities**
- **Task: WTW AU Summary**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

Update page mapping for updated fields

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 WTW Assistance Unit Hours Requirement

2.6.1 Overview

The WTW Assistance Unit Hours Requirement page will display the number of hours the WTW AU shall participate to meet CalWORKs Federal Standards or CalWORKs Minimum Standards. This page will also display the data elements used to determine the required hours for a month. Update the 'Total Minimum' column in the required hours section of the page to 'Participation Hours'

2.6.2 WTW Assistance Unit Hours Requirement

WTW Assistance Unit Hours Requirement

Close

Required Hours

Month: 06/2022	Determination Date: 06/30/2022	Aid Code: 35 - CW-Two Parent (Fed)
--------------------------	--	--

System Determination:

Participation Hours	Total Federal	Core Federal
35	35	30

Assistance Unit Adults

Person	CalWORKs Role	CalWORKs Role Reason	Pregnant
Parent, Mom 26F	MEM		No
Parent, Dad 28M	MEM		No

Work Registration:

Person	Type	Status	Status Reason	Volunteer	Excluded
Parent, Mom 26F	WTW	Mandatory			
Parent, Dad 28M	WTW	Mandatory			

Assistance Unit Children

Child	Date Of Birth	Age on First of Month
Parent, Child 7M	11/20/2020	7

Close

Figure 2.6.1 – WTW Assistance Unit Hours Requirement Page

2.6.3 Description of Changes

1. Update the following to the 'Required Hours' section:
 - a. Rename the 'Total Minimum' column to 'Participation Hours'.

Note: The logic to calculate the value of this column shall remain unchanged, the column will only be renamed to participation hours.

2.6.4 Page Location

- **Global: Empl. Services**
- **Local: Activities**
- **Task: WTW AU Summary**

2.6.5 Security Updates

None

2.6.6 Page Mapping

Update page mapping to rename 'Total Minimum' column to 'Participation Hours'

2.6.7 Page Usage/Data Volume Impacts

None.

2.7 Activity Agreement Detail

2.7.1 Overview

The Activity Agreement Detail page is used to store agreements for an activity plan for Welfare to Work. With the updates to the WTW program the Plan Type field and Total Hour fields will be updated to more properly reflect the way that they will function.

2.7.2 Activity Agreement Detail Mockup

Activity Agreement Detail

*- Indicates required fields

Save Save and Return Cancel

Name: * Hollis, Horton 21M Form Type: * WTW2 Signature Date: Program: * Welfare to Work

Plan Type: * CalWORKs Federal

▼ Assistance Unit Summary

Required Hours: Month: * 06/2021 View

Month	Participation Hours	Total Federal	Core Federal
06/2021	35	35	35

Total Planned Hours in Current Activities for Month:

Participant	Participation Hours	Federal Hours	Core Hours
No Data Found			

Figure 2.7.1 – Activity Agreement Detail Mockup (Created before 05/01/2022)

Activity Agreement Detail

*- Indicates required fields

Save

Save and Return

Cancel

Name: *

Hollis, Horton 21M

Form Type: *

WTW2

Signature Date:

Program: *

Welfare to Work

▼ Assistance Unit Summary

Required Hours:

Month: * 06/2021

View

Month	Participation Hours	Total Federal	Core Federal
06/2021	35	35	35

Total Planned Hours in Current Activities for Month:

Participant	Participation Hours	Federal Hours	Core Hours
No Data Found			

Figure 2.7.2 – Activity Agreement Detail Mockup (Created on or after 05/01/2022)

2.7.3 Description of Changes

1. Make the following adjustments to the Plan Type field when in Create or Edit mode effective 05/01/2022:
 - a. For Activity Agreements created before 05/01/2022 display the currently stored Plan Type field in plaintext.
 - b. For Activity Agreements created on or after 05/01/2022 do not display the Plan Type field.
2. Make the following adjustments to both the sub-tables in the 'Assistance Unit Summary' table effective 05/01/2022:
 - a. Rename the 'Total Hours Minimum' column to 'Participation Hours'.
 - b. Rename the 'Minimum Hours' column to 'Participation Hours'.
3. Remove the WTW Clock field effective 05/01/2022.
4. Update the validation for Activity Agreements that checks if a WTW/REP participant is in an 'Active' or 'Non-Compliant' program status to also allow for the participant to be in a 'Good Cause' program status.
 - a. Update the validation message "The selected customer does not have a WTW or REP program with the status of Active or Non-Compliant" to instead state "The selected customer does not have a WTW or REP program with the status of Active, Non-Compliant, or Good Cause"
5. Effective 05/01/2022 remove the validation logic that checks for the selection of the Plan Type field.

2.7.4 Page Location

- **Global: Empl. Services**
- **Local: Activities**
- **Task: Activity Agreements**

2.7.5 Security Updates

N/A

2.7.6 Page Mapping

Update page mapping for updated fields.

2.7.7 Page Usage/Data Volume Impacts

N/A

2.8 ICT Person Detail

2.8.1 Overview

The ICT Person Detail page displays person-level details for a particular ICT. The changes to this page ensure that the WTW Time Clock is no longer shown and that the CalWORKs clock accurately represents that it will be changed from a 48 month clock to a 60 month clock.

2.8.2 ICT Person Detail Mockup

Time Limits							
ABAWD Clock Effective Date: 01/01/2020							
Clocks	Months Used	Months Remaining	Exemptions Count	Extenders Count	Exceptions Count	Current Status	End Date
TANE	0	60	0	0	0	Not Ticking	
CalWORKs	0	60	0	0	0	Not Ticking	

Figure 2.8.1 – ICT Person Detail Mockup

2.8.3 Description of Changes

1. In the Time Limits table change the value contained in 'Months Remaining' column for the CalWORKs clock from 48 to 60 effective 05/01/2022.
2. In the Time Limits table remove the row containing the WTW clock effective 05/01/2022.

2.8.4 Page Location

- **Global: Case Info**
- **Local: E-Tools**
- **Task: ICT Person Detail**

2.8.5 Security Updates

N/A

2.8.6 Page Mapping

N/A

2.8.7 Page Usage/Data Volume Impacts

N/A

2.9 Family Stabilization Detail

2.9.1 Overview

The Family Stabilization Detail page will be updated to reflect the changes to the CalWORKS and WTW/REP programs. This will be done by updating the Denied/Ineligible reasons to show that the CalWORKS time clock has been changed from 48 months to 60 months, and the WTW time clock is being removed.

2.9.2 Family Stabilization Detail Mockup

Family Stabilization Detail

*- Indicates required fields

Save and Return

Cancel

Date Created:

Eligible: *

No

Eligibility Outcome: *

Denied

Denied/Ineligible Reason: *

Begin Date: *

05/01/2022

End Date:

Date Referred to FS:

FSP 3 Mailing Date:

Person(s) *

Name

Smith, Jane 21M

Barriers

Needs

Activities

Select -

Adult exceeded the 60-Month CW Time Limit

Adult is receiving SSI

Does not meet County's FS eligibility criteria

Drug and fleeing felons

Family Self-resolved

Family does not have CalWORKs recipient

Family does not meet additional county plan

Family entered another housing program

Family found help with another program

Family has other reason for exiting

Family housing has stabilized

Family is in receipt of judgement for eviction

Family is no longer eligible per county requirements

Family is not in an eligible residence situation

Family moved out of the county

Family no longer has Calv/ORKs recipient

Family was unreachable

Family whereabouts are unknown/unreachable

Family's fixed nighttime residence is a shelter

Family's fixed nighttime residence is not a regular sleeping accommodation

HSP funding is not available

Ineligible non-citizens

Lack of Family Stabilization Funding

Lack of Family Stabilization Services

No one required to participate in WTW

Non-needy caretaker relative

Other denials including withdrawals

Figure 2.9.1 – Family Stabilization Detail Mockup

2.9.3 Description of Changes

1. In Create and Edit mode, when the Eligible field is set to 'No' and the Eligibility Outcome field is set to 'Denied' or 'Ineligible' update the following Denied/Ineligible Reasons effective 05/01/2022:
 - a. Change 'Adult exceeded the 48-Month CW Time Limit' to 'Adult exceeded the 60-Month CW Time Limit'.
 - b. End-date the 'Adult exceeded the 48-Month CW Time Limit' reason effective 4/30/2022.
Note: This value will still appear in the dropdown if it is the value associated to the saved record.
 - c. Effective 05/01/2022 add the following reason:
 - i. 'Adult exceeded the 60-Month CW Time Limit'
2. In Create and Edit mode, when the Eligible field is set to 'No' and the Eligibility Outcome field is set to 'Denied' or 'Ineligible' remove the following Denied/Ineligible Reason effective 05/01/2022:
 - a. 'Adult exhausted the WTW 24-Month Time Clock'
Note: This value will still appear in the dropdown if it is the value associated to the saved record.

2.9.4 Page Location

- **Global: Empl. Services**
- **Local: Case Summary**
- **Task: Family Stabilization**

2.9.5 Security Updates

N/A

2.9.6 Page Mapping

N/A

2.9.7 Page Usage/Data Volume Impacts

N/A

2.10 Update EDBC Rules for CW 60 MTC

2.10.1 Overview

Update the EDBC rules effective 05/01/2022 to calculate the new CW time limit to be 60 months for a CW participant.

2.10.2 Description of Changes

1. Update the codes table (CT335_CT) to end date the existing time limit value of 48 month to 04/30/2022
2. Create a new codes table (CT335_CT) value effective 05/01/2022 with the CW time limit value of '60' months and the end date high dated (12/31/9999)

2.10.3 Programs Impacted

CalWORKs

2.10.4 Performance Impacts

None

2.11 Data Change to Update WTW Non-Compliance Records

2.11.1 Overview

WTW 24 MTC non-compliance reasons do not apply to the cash program with the repeal of the WTW 24 MTC effective 05/01/2022. Update the WTW 24 MTC non-compliance records for type 'WTW' or 'REP' to be end dated to 04/30/2022

2.11.2 Description of Changes

1. Create a DCR to update the non-compliance records with the following reasons that are active for 05/01/2022 to be end dated to 04/30/2022
 - a. Post WTW 24 MTC CW Fed Requirements Not Met (CT365_CM)
 - b. Failed to sign post 24 MTC Fed plan (CT365_W1)
 - c. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan(CT365_W6)
 - d. Post WTW 24 MTC Fed Standards Not Met – Progress (CT365_W7)
 - e. Post WTW 24 MTC Fed Standards Not Met – Participation (CT365_W8)

2.11.3 Programs Impacted

CW

2.11.4 Performance Impacts

None

2.12 Update WTW Non-Compliance Status Reasons

2.12.1 Overview

WTW 24 MTC non-compliance reasons do not apply to the cash program with the repeal of the WTW 24 MTC effective 05/01/2022. Update the WTW 24 MTC non-compliance reasons for type 'WTW' or 'REP' to be end dated to 04/30/2022 so the reason will not be displayed on the page from 05/01/2022. Update the WTW 24 MTC non-compliance reasons for type 'WTW' or 'REP' to no longer appear when creating a new non-compliance as of 05/01/2022. These reasons will continue to appear when editing an existing record with one of these reasons.

2.12.2 Description of Changes

1. Update the codes table to end date the following status reasons to 04/30/2022

1. Add the following non-compliance reasons to a list of historical reasons that will no longer be available for new records and only display for edited existing records as of 05/01/2022:

- a. Post WTW 24 MTC CW Fed Requirements Not Met (CT365_CM)
- b. Failed to sign post 24 MTC Fed plan (CT365_W1)
- c. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan(CT365_W6)
- d. Post WTW 24 MTC Fed Standards Not Met – Progress (CT365_W7)
- e. Post WTW 24 MTC Fed Standards Not Met – Participation (CT365_W8)

2.12.3 Programs Impacted

CalWORKs

2.12.4 Performance Impacts

None

2.13 Add Validation on the Eligibility Non-Compliance Detail Page

2.13.1 Overview

WTW 24 MTC non-compliance reasons do not apply to the cash program with the repeal of the WTW 24 MTC effective 05/01/2022. Update the Eligibility Non-Compliance Detail page to show a validation to stop the user from saving a WTW 24MTC reason non-compliance for cash program with begin date effective 05/01/2022 or after.

2.13.2 Description of Changes

1. The following validation messages will be displayed to the user on the Eligibility Non-Compliance Detail page when the user is trying to save a non-compliance record of type WTW with WTW 24 MTC Message:

The reason is not valid for the benefit month 05/01/2022 or later.

Condition:

When all the following conditions are met:

- a. The begin date for the non-compliance is on or after 05/01/2022
- b. The reason is one of the following reasons:
 - ~~i. Post WTW 24 MTC CW Fed Requirements Not Met (CT365_CM)~~
 - ii. Failed to sign post 24 MTC Fed plan (CT365_W1)
 - iii. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan (CT365_W6)
 - iv. Post WTW 24 MTC Fed Standards Not Met – Progress (CT365_W7)
 - v. Post WTW 24 MTC Fed Standards Not Met – Participation (CT365_W8)

2.13.3 Programs Impacted

CalWORKs

2.13.4 Performance Impacts

None

2.14 Update WTW/REP Status Reasons

2.14.1 Overview

WTW 24 MTC status reason do not apply to the WTW/REP program with the repeal of the WTW 24 MTC effective 05/01/2022. Update the below

mentioned WTW 24 MTC status reasons to be end dated to 04/30/2022 so the reason will not be displayed on the page from 05/01/2022 for non-comp and sanction statuses.

2.14.2 Description of Changes

2. Update the codes table to end date the following status reasons to 04/30/2022
 - a. Post WTW 24 MTC Fed Standards Not Met – Participation (CT73_MTP)
 - b. Post WTW 24 MTC Fed Standards Not Met – Progress (CT73_MTR)
 - c. Failed to sign post 24 MTC Fed plan (CT73_MTF)
 - d. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan (CT73_FSS)
 - e. ~~Post WTW 24 MTC CW Fed Requirements Not Met (CT73_74)~~

2.14.3 Programs Impacted

WTW, REP

2.14.4 Performance Impacts

None

2.15 Data Change to Update WTW/REP Program Status

2.15.1 Overview

WTW 24 MTC status reasons do not apply to the WTW/REP program with the repeal of the WTW 24 MTC effective 05/01/2022. Update the WTW program status for programs with the WTW 24 MTC status reason.

2.15.2 Description of Changes

1. Create a DCR to update the WTW/REP program with the status of sanction and following status reasons that are active for 05/01/2022 to be end dated to 04/30/2022
 - a. Post WTW 24 MTC Fed Standards Not Met – Participation (CT73_MTP)
 - b. Post WTW 24 MTC Fed Standards Not Met – Progress (CT73_MTR)
 - c. Failed to sign post 24 MTC Fed plan (CT73_MTF)
 - d. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan(CT73_FSS)
 - e. Post WTW 24 MTC CW Fed Requirements Not Met (CT73_74)
2. Insert the following program status for the WTW/REP programs end dated above effective 05/01/2022

- a. If the person with the status reason listed above is currently active on CW program
 - i. Insert a new 'Pending' status effective 05/01/2022 for WTW/REP program with status reason 'Mandatory'.
- b. If the person with the status reason listed above is currently not 'Active' on CW program
 - i. Insert a new 'Deregistered' status effective 05/01/2022 for WTW/REP program with status reason 'Off aid – other reason'.

2.15.3 Programs Impacted

WTW/REP

2.15.4 Performance Impacts

None

2.16 Automated Actions

2.16.1 Overview

This section will describe the updates to Automated Actions per the deactivation of the WTW Time Clock and the updates to the CalWORKS Time Clock.

2.16.2 Description of Changes

1. Update the following Automated Actions to have a Status of 'Unavailable' for all counties:
 - a. WTW Recipient: Reached 18th Month
 - b. WTW Recipient: Reached 19th Month
 - c. WTW Recipient: Reached 20th Month
 - d. WTW Recipient: Reached 21st Month
 - e. WTW Recipient: Reached 22nd Month
 - f. WTW Recipient: Reached 23rd Month
 - g. WTW Recipient: Time Limit Reached

The 'Unavailable' status indicates that an Automated Action has become obsolete and is no longer triggered by automation. The Automated Action will remain available for historical references.

2. Modify the following Automated Actions:
 - a. CalWORKS Recipient Approaching CW Time Limit: 42 Months
Updated Values

Name: CalWORKs Recipient Approaching CW Time Limit: 54 Months

Scenario: An active CalWORKs recipient has reached their 54 month mark. The CalWORKs recipient is approaching the 60 month CalWORKs time limit.

Long Description: Person with CIN {CIN Number} reached the CW 54 month clock on {Date}

- b. CalWORKs Recipient Approaching CW Time Limit: 46 Months

Updated Values

Name: CalWORKs Recipient Approaching CW Time Limit: 57 Months

Scenario: An active CalWORKs recipient has reached their 57 month mark. The CalWORKs recipient is approaching the 60 month CalWORKs time limit.

Long Description: Person with CIN {CIN Number} reached the CW 57 month clock on {Date}

- c. CalWORKs Recipient: CalWORKs Time Limit Exceeded

Updated Values

Scenario: An active CalWORKs recipient has exceeded their CalWORKs time limit of 60 months. Review for appropriate action.

Long Description: Person with CIN {CIN Number} reached the CW 60 month clock on {Date}

- d. CalWORKs Recipient: 48 Month Time Limit Flag Changed

Updated Values

Name: CalWORKs Recipient: 60 Month Time Limit Flag Changed

Long Description: Participant's 60-month time limit Flag was updated

2.17 Deactivate Participant Exceeded WTW Month Clock Task Batch Jobs

2.17.1 Overview

As a participant is approaching the 18th, 20th, and 24th month of WTW a task is created for the worker. As part of ACL 20-120 we will no longer keep track of the WTW time clock. Turn off the Participant Exceeded WTW Month Clock task batch jobs.

2.17.2 Description of Change

1. Create a BSCR to deactivate the following Automated Action batch processes:
 - a. WTW Recipient: Reached 18th Month(PB19A217)
 - b. WTW Recipient: Reached 19th Month(PB00A262)
 - c. WTW Recipient: Reached 20th Month(PB00A218)
 - d. WTW Recipient: Reached 21st Month(PB19A274)
 - e. WTW Recipient: Reached 22nd Month(PB00A201)
 - f. WTW Recipient: Reached 23rd Month(PB00A202)
 - g. WTW Recipient: Time Limit Reached(PB00A214)

2.17.3 Estimated Number of Records Impacted/Performance

N/A

2.18 Modify Participant Exceeded CW Month Clock Tasks

2.18.1 Overview

As a participant is approaching the 42nd, 46th, and 48th month of CW a task is created for the worker. As part of ACL 20-113 we will be pushing back the tasks to the 54th, 57th, and 60th months. Modify Participant Exceeded CW Month Clock Task batch jobs effective May 2022.

2.18.2 Description of Change

1. Modify the following Participant Exceeded CW Month Clock Task Batch Jobs effective May 2022.
 - a. Participant Exceeded CW 42 Month Clock Task Batch Job (PB19A206) driving query to generate a task when a person's CW clock exceeds 54 months.
 - b. Participant Exceeded CW 46 Month Clock Task Batch Job (PB19A205) driving query to generate a task when a person's CW clock is 57 or 58 months. (This batch job currently generates the task when a person's CW clock is 45 or 46 months).
 - c. Participant Exceeded CW 48 Month Clock Task Batch Job (PB19A204) driving query to generate a task when a person's CW clock exceeds 60 months.

2.18.3 Execution Frequency

1st of the Month

2.18.4 Key Scheduling Dependencies

No Change

2.18.5 Counties Impacted

Los Angeles County

2.18.6 Data Volume/Performance

N/A

2.18.7 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.)

2.19 Modify CW Timed Out Turning 60 Task Batch Job

2.19.1 Overview

Currently the CW Timed Out Turning 60 Task batch job creates a task for the worker to review a case for possible extenders when a person has at least a CW count of 48 month and is turning age 60 in the next month. Modify the task batch job's CW count check to 60 months.

2.19.2 Description of Change

1. Modify the CW Timed Out Turning 60 Task Batch Job (PB00A129) to find persons who have a CW count of 60 months or greater and are also turning age 60 in the next month. Task Batch Job changes effective May 2022.

2.19.3 Execution Frequency

2nd of the Month

2.19.4 Key Scheduling Dependencies

N/A

2.19.5 Counties Impacted

All Counties

2.19.6 Data Volume/Performance

N/A

2.19.7 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.)

2.20 Modify 48 Month Time Limit Flag Changed Task Batch Job

2.20.1 Overview

Participant's 48-month time limit Flag Changed batch job creates tasks for WTW/REP workers when an ineligible adult becomes eligible post 48-months. The task informs the worker that the participant's 48-month time limit flag was updated. Modify the Task Batch job to accommodate the CW 60-month trigger.

2.20.2 Description of Change

1. Modify Batch Job's (PB00A215) 48 Month Time Limit Flag Changed query name to 'Month Time Clock Limit Flag'. Changes effective May 2022.

2.20.3 Execution Frequency

Daily

2.20.4 Key Scheduling Dependencies

N/A

2.20.5 Counties Impacted

All Counties

2.20.6 Data Volume/Performance

N/A

2.20.7 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.)

2.21 Modify Find CW 48 Month Sweep EDBC Sweep job

2.21.1 Overview

Currently CW cases that reach 48 months are swept by this batch job and become eligible for discontinuance. Modify the batch job to sweep for CW cases that reach 60 CW months.

2.21.2 Description of Change

1. Modify Find CW 48 Month Sweep (PB00E149) to trigger batch EDBC to process for CW cases that are over 60 CW months. Changes effective May 2022.

2.21.3 Execution Frequency

Monthly before 10 day

2.21.4 Key Scheduling Dependencies

N/A

2.21.5 Counties Impacted

All Counties

2.21.6 Data Volume/Performance

N/A

2.21.7 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.)

2.22 Modify eICT Interface Writer – Transfer case section

2.22.1 Overview

The eICT transfer case section builds transfer information for a case. The transfer case section populates a WTW Time Clock section which includes information relevant to WTW time clock months used, remaining, and exemption count. Modify the Transfer case section to no longer populate the WTW month time clock section.

2.22.2 Description of Change

1. Modify batch jobs POxxE100 and POxxE101
 - a. The following Transfer case sections WTW node values will no longer be populated effective May 2022.

Field Name	Field Description
WTWCode	Indicates whether on WTW or refused to WTW. See the WELFARE to WORK table for the codes and values.
Date	Plan WTW2 signed date or refused to sign date. (YYYYMMDD).
MonthsUsedCt	WTW Months Used Count
MonthsRemainCt	WTW Months Remaining
ExemptionsCt	Exemptions Count
ExtendersCt	Extenders Count
ExceptionsCt	Exceptions Count
RegistrationStatus	Active Registration Value M/V – if Mandatory send M with reason; if Active Volunteer send V with; if Mandatory exempt and Active Volunteer send Vand exemption reason;
CurrentClockStatusCode	TK=Ticking, NT=Non-Ticking
TimeclockEndDate	WTW Timeclock End Date
ReasonCode	Exemption/Extender Code. See EXEMPTION REASON CODE.
StartDate	Exemption Start Date
EndDate	Exemption End Date

2.22.3 Execution Frequency

Daily

2.22.4 Key Scheduling Dependencies

N/A

2.22.5 Counties Impacted

All Counties

2.22.6 Data Volume/Performance

N/A

2.22.7 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.)

2.23 Modify eICT Interface Reader

2.23.1 Overview

Currently, the eICT Reader batch will receive ICT data and image files from CALWIN on a daily basis including WTW timeclock information. Modify the eICT reader batch job to no longer record WTW timeclock information.

2.23.2 Description of Change

1. Modify Batch job PlxxE100 to no longer process the following WTW fields effective May 2022:

Field Name	Field Description
MonthsUsedCt	WTW Months Used Count
MonthsRemainCt	WTW Months Remaining
ExemptionsCt	Exemptions Count
ExtendersCt	Extenders Count
ExceptionsCt	Exceptions Count
RegistrationStatus	Active Registration Value M/V – if Mandatory send M with reason; if Active Volunteer send V with; if Mandatory exempt and Active Volunteer send Vand exemption reason;

CurrentClockStatusCode	TK=Ticking, NT=Non-Ticking
TimeclockEndDate	WTW Timeclock End Date
ReasonCode	Exemption/Extender Code. See EXEMPTION REASON CODE.
StartDate	Exemption Start Date
EndDate	Exemption End Date

2.23.3 Execution Frequency

Daily

2.23.4 Key Scheduling Dependencies

N/A

2.23.5 Counties Impacted

All Counties

2.23.6 Data Volume/Performance

N/A

2.23.7 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.)

2.24 Turn off WDTIP Outbound WTW Transaction

2.24.1 Overview

The WDTIP WTW transaction (LD03) is generated when a customer signs or refuses to sign the WTW plan. The WTW clock will start ticking the month following the WTW sign date. This transaction sends information relating to WTW timeclock.

2.24.2 Description of Change

1. Create a BSCR to deactivate batch jobs POxxE822 effective May 2022.

2.24.3 Execution Frequency

Daily

2.24.4 Key Scheduling Dependencies

N/A

2.24.5 Counties Impacted

All Counties

2.24.6 Data Volume/Performance

N/A

2.24.7 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.)

2.25 Time Limit Extension Batch

2.25.1 Overview

This batch job will find people with approved time limit extension request and apply extension for the time clock

2.25.2 Description of Change

1. Update the Time Limit Extension Batch – If the individual's time limit extension is for a CW program, validate that they have exceeded their 60 month time clock for the upcoming month.
2. Modifications to the Time Limit Extension Batch to not apply extensions for WTW 24 MTC anymore effective 4/30/2022.

2.25.3 Execution Frequency

No Change.

2.25.4 Key Scheduling Dependencies

No Change.

2.25.5 Counties Impacted

No Change.

2.25.6 Data Volume/Performance

No Change.

2.25.7 Failure Procedure/Operational Instructions

No Change.

2.26 Time Limit Meeting WPR Exemption Batch

2.26.1 Overview

This batch job finds people that are eligible for meeting CW Federal Standards Exemption and creates an exemption for the upcoming month.

2.26.2 Description of Change

1. Turn Off the Time Limit Meeting WPR Exemption Batch.
2. Create a BSCR to turn off Time Limit Meeting WPR Exemption Batch.

2.26.3 Execution Frequency

No Change.

2.26.4 Key Scheduling Dependencies

No Change.

2.26.5 Counties Impacted

No Change.

2.26.6 Data Volume/Performance

No Change.

2.26.7 Failure Procedure/Operational Instructions

No Change.

2.27 WTW Plan Sign Date Adjustment Batch

2.27.1 Overview

The WTW Plan Sign Date Adjustment batch adjusts the Exemption 321 for the time limit month if there has been an adjustment to the sign date of WTW plan during the day. Exemption 321, Participating in Appraisal, Assessment, or Development of a WTW Plan, is used only for WTW and is no longer needed (and is also being end dated from the list of Exemption Reasons on the Cash Aid Time Limit Month Detail page).

2.27.2 Description of Change

1. Turn off the WTW Plan Sign Date Adjustment Batch job.
2. Create a BSCR to turn off the WTW Plan Sign Date Adjustment Batch.

2.27.3 Execution Frequency

No Change.

2.27.4 Key Scheduling Dependencies

No Change.

2.27.5 Counties Impacted

No Change.

2.27.6 Data Volume/Performance

No Change.

2.27.7 Failure Procedure/Operational Instructions

No Change.

2.28 Time Limit Batch

2.28.1 Overview

The Time Limit Daily batch checks eligibility for individuals to receive aid and retroactively creates time limit records for these people retroactively. The Time Limit Monthly batch will find individuals with active time limit clocks and process next month changes for those clocks.

2.28.2 Description of Change

1. Update the Time Limit Daily & Monthly Batch to modify the limit for applying CW extensions from 48 months to 60 months.

2.28.3 Execution Frequency

No Change.

2.28.4 Key Scheduling Dependencies

No Change.

2.28.5 Counties Impacted

No Change.

2.28.6 Data Volume/Performance

No Change.

2.28.7 Failure Procedure/Operational Instructions

No Change.

2.29 Time Limit Report

2.29.1 Overview

The Time Limit Report provides information for the number of adults and children currently on a CalWORKs program, who are approaching

CalWORKs, TANF or Child Time Limits. The data used for this report is refreshed Monthly and, historical reports are not available.

Additionally, the Time Limit report is grouped with the other On Request reports that are being re-platformed to run in the Qlik environment. The updates noted here apply to the Qlik version of the Time Limit Report.

2.29.2 Time Limit Report Mockup

CalSAWS Summary											
Return to Selections		Data extracted daily as of: 04/01/2021			County: Los Angeles			User: UserID			
View Details											
Summary Table											
Region Group	Region Name	WTW Office	Worker ID	TANF Month 17	TANF Month 18	TANF Month 21	TANF Month 24	TANF Month 25	CW Month 41	CW Month 42	CW Month 48

Figure 2.29.2.1 – Time Limit Report Summary Sheet Mockup

CalSAWS Details										
Return to Selections		Data extracted daily as of: 04/01/2021			County: Los Angeles			User: UserID		
Return to Summary		Total Case Number								
Detail Table										
Region Group	Region	WTW Office	Worker ID	Case Number	Person Name	Status	Role	TANF	CW-Adult	WTW

Figure 2.29.2.2 – Time Limit Report Details Sheet with 'WTW' Column

CalSAWS Details									
Return to Selections		Data Extracted Daily As Of: 02/02/2022			County: Los Angeles			User: UserID	
Return to Summary		Total Case Number							
Detail Table									
Region Group	Region	WTW Office	Worker ID	Case Number	Person Name	Status	Role	TANF	CW-Adult

Figure 2.29.2.3 – Time Limit Report Details Sheet without 'WTW' Column

2.29.3 Description of Change

1. For the Time Limit Report, only the Summary Sheet is affected update the Summary Sheet to remove all columns with reference to WTW. These include:

- WTW 17 Month
- WTW 18 Month
- WTW 21 Month
- WTW 24 Month
- WTW 25 Month +

2. On the Time Limit Report Detail sheet remove the 'WTW' column. This column is found to the right of the 'CW Adult' column.
3. On the Time Limit Report Summary sheet update the CW Month columns to reflect the change from a CW 48 Month Time Clock interval to a CW 60-Month Time Clock interval
 - a. Rename the 'CW 41 Month' column to 'CW 53 Month'
 - b. Rename the 'CW 42 Month' column to 'CW 54 Month'

- c. Rename the 'CW 46 Month' column to 'CW 58 Month'
 - d. Rename the 'CW 48 Month' column to 'CW 60 Month'
 - e. Rename the 'CW 49 Month +' column to 'CW 61 Month +'
4. Update the Time Limit Report sweep logic to account for the change from a CW 48-Month Time Clock interval to a CW 60-Month Time Clock interval

Design Note: Currently SCR CA-217944 has a Fix Version/s date of 22.03 which is dated beyond other in process SCRs affecting reports being modified for migration. This update will be applied to the then in production reports.

As such, current design mockups may not reflect final implementation.

2.29.4 Report Filters

Figure 2.29.4.1 – Report Filters Sheet

2.29.5 Report Location

- **Global:** Reports
- **Local:** On Request
- **Task:** Case Activity
- **Name:** Time Limit Report

2.29.6 Counties Impacted

All counties utilizing these reports will receive these updates.

2.30 CalWORKs/RCA Adults 16 Years and Over Report, WTW and REP Caseload Activity Report and CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard

2.30.1 Overview

The CalWORKs/RCA Adults 16 Years and Over Report provides the CalWORKs/RCA and WTW/REP/Cal-Learn status of each participant age 16 and over. This report is available on the second business day of the month.

The WTW and REP Caseload Activity Report Provides detailed information of WTW and REP participants and corresponding activities. This report is available the second business day of the month.

The CalWORKs/RCA Adults by Welfare-to-Work Category dashboard captures all adults in an active CalWORKs or RCA program in a given report month.

This SCR, CA-217944, effects both reports with the removal of the WTW Months Used column seen in each report. This is the only column will be removed.

2.30.2 CalWORKs/RCA Adults 16 Years and Over Report, WTW and REP Caseload Activity Report and CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard Mockup

Case Number	CalWORKs/RCA Status	CA District Office	CA Worker Number	Participant Name	Participant Age	CN	CalWORKs Used Month	WTW Months Used	Report Month	Report Month CaWORKs/RCA Grant Amount	Last Run Date

Figure 2.30.2.1 – CalWORKs/RCA Adults 16 Years and Over Report (original)

Screenshot focused on affected column for clarity

CalSAWS CalWORKs/RCA Adults by WTW Category

Type Description

EW Worker ID	Cash Aid Program	Aid Code	WTW/REP Program	WTW/REP Program Status	Participant Name	Person ID	DOB	Cash Aid Role	Cash Aid Role Status	Work Registration Status	CW Months Used	Time Expiration Date	WTW/REP Region
--------------	------------------	----------	-----------------	------------------------	------------------	-----------	-----	---------------	----------------------	--------------------------	----------------	----------------------	----------------

Figure 2.30.2.6 – CalWORKs/RCA Adults by Welfare-to-Work Category dashboard - CalWORKs/RCA Adults by WTW Category sheet (updated)

2.30.3 Description of Change

1. Remove the *WTW Months Used* column from two reports:
 - i. CalWORKs/RCA Adults 16 Years and Over Report, column J.
 - ii. WTW and REP Caseload Activity Report, column AO.
2. Remove the *WTW Months Used* column from the CalWORKs/RCA Adults by Welfare-to-Work Category dashboard
 - i. The *WTW Months Used* column is located on the CalWORKs/RCA Adults by WTW Category sheet within the dashboard
3. Update CalSAWS Logo where needed.

No other logic changes are required at this time.

Design Note: Currently SCR CA-217944 has a Fix Version/s date of 22.03 which is dated beyond other in process SCRs affecting reports being modified for migration. This update will be applied to the then in production reports.

As such, current design mockups may not reflect final implementation.

2.30.4 Report Locations

- **Global:** Reports
 - **Local:** Scheduled
 - **Task:** Case Activity
 - **Name:** CalWORKs/RCA Adults 16 Years and Over Report
-
- **Global:** Reports
 - **Local:** Scheduled
 - **Task:** Case Activity
 - **Name:** WTW and REP Caseload Activity Report
-
- **Global:** Reports
 - **Local:** Business Intelligence
 - **Task:** Operations Reports
 - **Name:** CalWORKs/RCA Adults by Welfare-to-Work Category

2.30.5 Counties Impacted

All counties utilizing these reports will receive these updates.

2.30.6 Security Updates

1. No Change

Security Right	Right Description	Right to Group Mapping

2.31 Data Change Request

2.31.1 Overview

This DCR will end date CW and WTW Extenders to comply with the new policy for CW 60 MTC and the removal of the WTW 24 MTC.

2.31.2 Description of Change

1. Identify individuals who have CW Extenders on their 48 MTC and end date (effective 4/30/2022) them to allow the clock to tick until it hits the 60th month if they have not reached the CW 60 MTC limit.
2. Do a DCR to identify individuals who have WTW Extenders on their 24 MTC and end date (effective 4/30/2022) them so that there are no WTW extenders going forward.
3. For all the above records that are being end dated to 4/30/2022, update the status to "Denied" when the following is true:
 - a. Current Status is "Pending"
4. Update Code Hierchy table to end date the following values to 4/30/2022:

Parent Code ID	Parent Category ID	Child Short Decode Name	Child Code ID	Child Category ID
43028	842	209 – Removed from Aid	90124	863
43026	842	319 – Meeting WPR	57221	863

43026	842	320 – Excused 2 nd Parent from WTW Activities	57499	863
43026	842	321 – Participating in Appraisal, Assessment, or Development of a WTW Plan	57500	863
43026	842	322 – Participating in WTW Job Search	57742	863
43029	842	402 – 18/24 Month Limit	28900	863
43029	842	404 – SIP	16850	863
43029	842	405 – Failure to Benefit from Assigned Activities	28513	863
43029	842	408 – Other Good Cause	57222	863
43031	842	606-WTW-Likely to Obtain Employment	83017	863
43031	842	607-WTW-Labor Market Barriers	83018	863
43031	842	608-WTW-Progress In Education	83019	863
43031	842	609-WTW-Progress in Treatment	83020	863
43031	842	610-WTW-Diagnosed learning or Disability	83021	863
43031	842	611-WTW-SSI Disability Benefits	83022	863
43031	842	612-WTW-Two Parents Assistance Unit	83023	863

2.31.3 Estimated Number of Records Impacted/Performance

~148 for WTW Extenders.

~12,560 for CW Extenders.

2.32 Code Table Change Request

2.32.1 Overview

This CTR will end date the good cause and exempt reasons in CT 863 to comply with the new policy for CW 60 MTC and the removal of the WTW 24 MTC. These are reasons the user will find on the Cash Aid Time Limit Month Detail page and the Time Limit Extension Request Detail page. All the reasons listed below are only for WTW and are not used for other programs.

2.32.2 Description of Change

1. Update CT 863 to end date the following reasons to 4/30/2022:
 - a. 209 – Removed From Aid
 - a. 319 – Meeting WPR
 - b. 320 – Excused 2nd Parent from WTW Activities
 - c. 321 – Participating in Appraisal, Assessment, or Development of a WTW Plan
 - d. 322 – Participating in WTW Job Search
 - e. 402 – 18/24 Month Limit
 - b. 404 – SIP
 - e. 405 – Failure to Benefit from Assigned Activities
 - f. 408 – Other Good Cause
 - g. 606 WTW Likely to Obtain Employment
 - h. 607 WTW Labor Market Barriers
 - i. 608 WTW Progress In Education
 - j. 609 WTW Progress in Treatment
 - k. 610 WTW Diagnosed learning or Disability
 - l. 611 WTW SSI Disability Benefits
 - m. 612 WTW Two Parents Assistance Unit
2. Update CT10527 to end date the following Time Limit Extension Request Source to 4/30/2022:
 - a. WT – WTW 44

2.32.3 Estimated Number of Records Impacted/Performance

17 Records.

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment
1	Reports	Time Limit Report	https://devviz.calsaws.net/auth/hub/stream/0eaaac9f-c66b-4509-a54f-8ad886e7f54f Report Team - Design

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

6.1 Lists

1. **List Name:** List of cases where the WTW non-compliance was updated through a DCR

List Criteria: Cases where a non-compliance was end dated effective 04/30/2022 with reason:

- a. Post WTW 24 MTC CW Fed Requirements Not Met (CT365_CM)
- b. Failed to sign post 24 MTC Fed plan (CT365_W1)
- c. Post WTW 24 MTC Failed to Sign Subsequent Fed Plan(CT365_W6)
- d. Post WTW 24 MTC Fed Standards Not Met – Progress (CT365_W7)
- e. Post WTW 24 MTC Fed Standards Not Met – Participation (CT365_W8)

NOTE: The standard list columns mentioned below shall be based on the information from CW program.

Additional Column(s): person name

2. **List Name:** List of cases where the sanctioned WTW program was updated through a DCR

List Criteria: Cases where the sanctioned WTW program was updated through recommendation 2.14

NOTE: The standard list columns mentioned below shall be based on the information from WTW/REP program.

Additional Column(s): person name

3. **List Name:** List of CW cases that have an active CW timed-out participant in the AU

List Criteria: list of CW Cases where all the following criteria is met:

- a. CW program is active for benefit month 05/2022
- b. Exists an active participant in the AU for benefit month 05/2022 with role reason 'CW Time Limit'

NOTE: The standard list columns mentioned below shall be based on the information from CW program.

Additional Column(s): WTW worker ID from the timed out individuals WTW program.

4. List of cases with CW Extenders end dated as of 4/30/2022.

List Name: List of CW cases that have had their CW Extenders End dated.

List Criteria: List of CW Cases where all the following criteria is met:

- a. Identify individuals who have CW Extenders on their 48 MTC and end date (effective 4/30/2022) them to allow the clock to tick until it hits the 60th month if they have not reached the CW 60 MTC limit.

Additional Column(s): WtW/REP Program Status, Begin Date of WtW/REP Program Status, Wtw Status Reason, ~~Date, CW Used Months~~, CW Extender Code, CW Extender Reason, CW Extender Begin Date, CW Extender Expected End Date, CW Program Status, CW Aid Code, CW Person Status, CW Person Name.

Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID

Frequency: One-time

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>2022>CA-217944

7 APPENDIX

[Include any supplementary items that may not fit in the Description section. Examples could include flow charts, lengthy code tables, etc....]

CalsAWS

California Statewide Automated Welfare System

Design Document

ACL 20-120, ACL 21-45 AB 79 Revised and
Obsolete CW and WTW Forms and NOAs

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nithya Chereddy
	Reviewed By	Gingko Luna, Maria Arceo, Priya Sridharan, Raj Devidi

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/29/2021	1.0	Original Draft	Nithya Chereddy
11/30/2021	1.1	Addressed comments from the Committee.	Nithya Chereddy
2/1/2022	1.2	Content Revision Updates	Nithya Chereddy
2/24/2022	1.3	Content Revision 2 updates	Nithya Chereddy
3/9/2022	1.4	Content Revision 3 Updates	Nithya Chereddy

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Table of Contents

1	Overview	7
1.1	Current Design.....	7
1.2	Requests.....	7
1.3	Overview of Recommendations.....	7
1.4	Assumptions	7
2	Recommendations.....	9
2.1	Updates to obsolete forms	9
2.1.1	Overview	9
2.1.2	List of forms to obsolete.....	9
2.2	Updates to CW 2166 form	11
2.2.1	Overview	11
2.2.2	Form/NOA Verbiage	11
2.2.3	Form/NOA Generation Conditions.....	12
2.3	Updates to CW 2184 form	12
2.3.1	Overview	12
2.3.2	Form/NOA Verbiage	12
2.3.3	Form/NOA Generation Conditions.....	13
2.4	Updates to CW 2186A form.....	13
2.4.1	Overview	13
2.4.2	Form/NOA Verbiage	14
2.4.3	Form/NOA Generation Conditions.....	14
2.5	Updates to CW 2186B form	14
2.5.1	Overview	14
2.5.2	Form/NOA Verbiage	15
2.5.3	Form/NOA Generation Conditions.....	15
2.6	Updates to CW 2187 form	15
2.6.1	Overview	15
2.6.2	Form/NOA Verbiage	16
2.6.3	Form/NOA Generation Conditions.....	16
2.7	Updates to CW 2190A form.....	17
2.7.1	Overview	17
2.7.2	Form/NOA Verbiage	17

2.7.3	Form/NOA Generation Conditions.....	17
2.8	Updates to CW 2190B form	18
2.8.1	Overview	18
2.8.2	Form/NOA Verbiage	18
2.8.3	Form/NOA Generation Conditions.....	19
2.9	Updates to FSP 2 form.....	19
2.9.1	Overview	19
2.9.2	Form/NOA Verbiage	20
2.9.3	Form/NOA Generation Conditions.....	20
2.10	Updates to WTW 5 form	20
2.10.1	Overview	20
2.10.2	Form/NOA Verbiage	21
2.10.3	Form/NOA Generation Conditions.....	21
2.11	End date the existing 48-month Time on Aid Reason Fragments.....	21
2.11.1	Overview	21
2.11.2	List of 48-month Time on Aid Reason Fragments.....	21
2.12	Add New Time Limit NOA Template	23
2.12.1	Overview	23
2.12.2	Form/NOA Verbiage	23
2.12.3	Form/NOA Variable Population	34
2.13	Add a New Time Limit NOA Message	35
2.13.1	Overview	35
2.13.2	Form/NOA Verbiage	35
2.13.3	Form/NOA Variable Population	36
2.13.4	Form/NOA Generation Conditions.....	36
2.14	Add a New Action Fragment.....	36
2.14.1	Overview	36
2.14.2	Form/NOA Verbiage	36
2.14.3	Form/NOA Variable Population	37
2.14.4	Form/NOA Generation Conditions.....	37
2.15	Add new Time on Aid NOA (M40-107G)	37
2.15.1	Overview	37
2.15.2	Form Verbiage	37
2.15.3	Form/NOA Variable Population	38
2.15.4	NOA Generation Conditions	40

2.16 Add to Time on Aid NOA (M40-107F)	41
2.16.1 Overview	41
2.16.2 Form Verbiage	41
2.16.3 Form/NOA Variable Population	42
2.16.4 NOA Generation Conditions	44
2.17 Add new Time on Aid NOA (M40-107B)	45
2.17.1 Overview	45
2.17.2 Form Verbiage	45
2.17.3 Form/NOA Variable Population	46
2.17.4 NOA Generation Conditions	48
2.18 Add new Time on Aid NOA (M40-107J)	49
2.18.1 Overview	49
2.18.2 Form Verbiage	50
2.18.3 Form/NOA Variable Population	50
2.18.4 NOA Generation Conditions	51
2.19 Add new Time on Aid NOA (M40-107F2)	52
2.19.1 Overview	52
2.19.2 Form Verbiage	52
2.19.3 Form/NOA Variable Population	52
2.19.4 NOA Generation Conditions	53
2.20 Add new Time on Aid NOA (M40-107F1)	54
2.20.1 Overview	54
2.20.2 Form Verbiage	54
2.20.3 Form/NOA Variable Population	54
2.20.4 NOA Generation Conditions	55
2.21 Add to Time on Aid NOA (M40-107K)	56
2.21.1 Overview	56
2.21.2 Form Verbiage	56
2.21.3 Form/NOA Variable Population	57
2.21.4 NOA Generation Conditions	58
2.22 Add to Time on Aid NOA (M40-107J1)	59
2.22.1 Overview	59
2.22.2 Form Verbiage	59
2.22.3 Form/NOA Variable Population	60
2.22.4 NOA Generation Conditions	60

2.23	Add new Time on Aid NOA (M40-107A)	62
2.23.1	Overview	62
2.23.2	Form Verbiage	62
	Here's why:	62
2.23.3	Form/NOA Variable Population	63
2.23.4	NOA Generation Conditions	64
2.24	Update logic to store Time Limit NOA Details	65
2.24.1	Overview	65
2.24.2	Description of Change	66
2.25	Update logic to not suppress generic Approval NOA	66
2.25.1	Overview	66
2.25.2	Update to Generic Approval NOA logic	66
3	Supporting Documents	66
4	Requirements	68
4.1	Project Requirements	68

1 OVERVIEW

1.1 Current Design

CalWORKs time limit for adult recipients is 48 months in CalSAWS currently. As of the ACL 20-113 the CalWORKs time limit for adult recipients has been changed from 48 months to 60 months.

1.2 Requests

This effort is to obsolete the forms listed in the ACL 21-45 as the CalWORKs time limit for adult recipients is getting updated from 48 months to 60 months.

This effort will also update the forms/NOAs listed in ACL 21-45 to update the forms to the latest versions.

1.3 Overview of Recommendations

1. End date the forms as of **April 30, 2022**, which are listed in ACL 21-45 as obsolete forms.
2. Add the latest version of forms listed in ACL 21-45 with the 60-month time limit verbiage and end date the previous version of the forms as of May 1, 2022, which has the 48-month time limit verbiage.
3. Obsolete the NOAs with the 48-month time limit verbiage as of May 1, 2022.
4. Add the NOAs which are listed in the ACL 21-45 with the 60-month time limit to the system.

1.4 Assumptions

1. The existing NA BACK 9 will be used on the updated forms and notices.
2. If a form is being end dated all the corresponding languages in which the form is available will be end dated. The updated form will be available in the languages listed in the 'Form/NOA Verbiage' section of each form update recommendation.
3. All the form population remains same unless listed in the form update recommendations.
4. SCR CA-233816 will add the updated forms in Spanish.
5. SCR CA- 235922 will add pre-population to CW 2186B form.
6. SCR CA-235957 will add the NOAs/Forms listed in the ACL 21-45 and ACL 20-113 which currently do not exist in the system.
7. SCR CA-206553 will add WTW 51 to the system.
8. SCR CA-234211 will updated Header_1 to have all the fields in the header editable.
9. The header (HEADER_1) and body variables will be editable for all the forms added/updated as part of this SCR.

10. Batch job which currently triggers CW 2186A and WTW 43 will be turned off as part of this SCR. CW 2186A will not be generated through Batch after the go-live of this SCR.
11. For Los Angeles County, the forms are attached to the RE packets at the Central Print Facility. Hence the Central print facility should be made aware of the updated CW 2166, CW 2184 for the updated version to be included as part of the RE packets.
12. NA 1239 SAR will be used on Time Limit NOAs being added as part of this SCR in place of NA 531 or NA 532 Budgets.
13. SCR CA-236475 has been created to add the Budgets NA 531 and NA 532.
14. A separate Time Limit NOA will be generated per each person in the EDBC if the trigger conditions for the NOA are met. The NOAs will not be merged for persons although the same reason fragment applies to multiple persons as the exempt months could potentially be different. The exempt months are populated on Page 3 and Page 4 (only if there are child support exempt months) of the Time Limit Template.
15. SCR CA- 238815 will update the CW 2166 form to the latest version (11/2021) in CW RE Packet, CW/CF RE Packets for migration counties.
16. SCR CA- 238818 will update the CW 2184 form to the latest version (04/2021) in CW RE Packet, CW/CF RE Packets for migration counties.
17. If the user reruns the EDBC, the last notification date and the months exhausted as of the notification date values will not be updated in the backend (Rec 2.24) if a NOA does not get generated during EDBC rerun. A NOA will only generate during the EDBC rerun if the trigger conditions are met for a NOA to be generated. i.e., if the user runs the EDBC during the 60th month and there are no extenders the appropriate NOA will generate, if the user goes back and adds an exempt month and reruns the EDBC a NOA will only generate if a NOA one exists for that scenario.

2 RECOMMENDATIONS

2.1 Updates to obsolete forms

2.1.1 Overview

The following forms should be made obsolete in CalSAWS as the WTW 24-MTC is being revoked as of May 1, 2022, and CalWORKs 48-MTC is being updated to 60-MTC as of May 1, 2022.

2.1.2 List of forms to obsolete

1. Obsolete (end date) the following forms as of April 30, 2022.

Form Name	Form Number (DOC_TEMPL_ID)	Template Repository Visibility	Batch Job
Your Welfare-To-Work (WTW) 24-Month Time Clock	CW 2208 (5249)	Yes	PB00R1956
Welfare-to-Work 24-Month Time Clock Notice	WTW 38 (5997)	Yes	PB00R1994
Notice of your welfare-to-work (wtw) 24-month time clock ending soon	WTW 43 (6067)	Yes	N/A
WTW 43 and CW 2186A Set	WTW 43 Set (6101)	No	PB00R1972
WELFARE-TO-WORK (WTW) 24-MONTH TIME CLOCK EXTENSION REQUEST FORM	WTW 44 (6061)	Yes	N/A
WELFARE-TO-WORK (WTW) 24-MONTH TIME CLOCK EXTENSION DETERMINATION	WTW 45 (6062)	Yes	N/A
END OF WELFARE-TO-WORK 24-MONTH TIME CLOCK REVIEW APPOINTMENT LETTER	WTW 46 (6072)	Yes	N/A
WTW 46 and WTW 44 Set	WTW 46 Set (6128)	No	N/A

NOTICE OF ACTION WELFARE-TO-WORK 24-MONTH TIME CLOCK LIMIT NOTICE	NA 1276 (6068)	Yes	PB00R1971
NOTICE OF YOUR CalWORKs TIME LIMIT-42nd MONTH ON AID	CW 2189 (5911)	Yes	N/A
CW Time on Aid at 42 and 46 Months (CW TL Child Support Exemptions) Note: This is the M40-107C form	CW TL A980I (5798)	Yes	PB00R1941
CW Time on Aid at 42 and 46 Months (We Exemptions-Non Child Support) Note: This is the M40-107C form	CW TL A979I (5797)	Yes	PB00R1940
CW Time on Aid between 42 and 46 Month (No Exemptions) Note: This is the M40-107C form	CW TL A981I (5799)	Yes	PB00R1942

2. Turn off the batch jobs listed in the table above as of April 27th, as the corresponding forms are made obsolete.
Following is the schedule for April 2022.

Form Number	Batch Job Name	April
CW 2208	PB00R1956	Daily M-S
WTW 38	PB00R1994	4/27, 3 business days before EOM
WTW 43 Set	PB00R1972	4/11, 10 th day of the month (No Sundays)
NA 1276	PB00R1971	4/11, 10 th day of the month (No Sundays)
CW TL A980I	PB00R1941	4/18 (10 days before EOM)

CW TL A979I	PB00R1940	4/18 (10 days before EOM)
CW TL A981I	PB00R1942	4/18 (10 days before EOM)

2.2 Updates to CW 2166 form

2.2.1 Overview

This effort is end dating the existing version of CW 2166 (07/2019) form and adding the latest revision of CW 2166 (11/2021) form based upon the ACL 21-45.

Current State Form: CW 2166 (07/2019)

Current Form Title: Work Pays Notice

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All County

Existing Languages: English, Spanish

Generated by Batch: N

Current Print Options: Print Local Form

Current Imaging Form Name: Work Pays Notice

Current Imaging Document Type: CalWORKs (CW)

Existing Imaging Case/Person: Case

2.2.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: N/A

Updated State Form: CW 2166 (11/2021)

Updated Form Title: Work Really Pays! Here's How

Updated Languages: English

Include NA Back 9: N

Form Mockups/Examples: See Supporting Document #1

Body Variables Editable: Y

2.2.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing CW 2166 form versions (07/2019) in the System as of May 31st, 2022.

DOC_TEMPL_ID: 6429

Form languages to end date: English, Spanish

2. Add Latest versions of the Form

This effort is adding the latest version of CW 2166 (11/2021) to the System as of June 1st, 2022.

2.3 Updates to CW 2184 form

2.3.1 Overview

This effort is end dating the existing version of CW 2184 (08/2016) form and adding the latest revision of CW 2184 (04/2021) form based upon the ACL 21-45.

Current State Form: CW 2184 (08/2016)

Current Form Title: CalWORKs 48-Month Time Limit

Current Programs: CalWORKs

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All County

Existing Languages: English, Spanish

Generated by Batch: N

Current Print Options: Print Local Form

Current Imaging Form Name: CW 48-Month Time Limit

Current Imaging Document Type: Time Limit Documents

Existing Imaging Case/Person: Case

2.3.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: N/A

Updated State Form: CW 2184 (04/2021)

Updated Form Title: CalWORKs 60-Month Time Limit

Updated Imaging Form Name: CW 60-Month Time Limit

Updated Languages: English

Include NA Back 9: N

Form Mockups/Examples: See Supporting Document #2

Header and Body Variables Editable: N/A

2.3.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing CW 2184 form versions (08/2016) in the System as of April 30th, 2022.

DOC_TEMPL_ID: 5350

Form languages to end date: English, Spanish

2. Add Latest versions of the Form

This effort is adding the latest version of CW 2184 (04/2021) to the System as of May 1st, 2022.

2.4 Updates to CW 2186A form

2.4.1 Overview

This effort is end dating the existing version of CW 2186A (12/2012) form and adding the latest revision of CW 2186A (04/2021) form based upon the ACL 21-45.

Current State Form: CW 2186A (12/2012)

Current Form Title: CalWORKs Exemption Request Form

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Current Attached Forms: N/A

Current Forms Category: Application

Current Template Repository Visibility: All County

Existing Languages: English, Spanish, Armenian, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

Generated by Batch: N (Currently CW 2186A gets generated with WTW 43 with the Batch Job PB00R1972, but the Batch Job is being made obsolete with this SCR)

Current Print Options: Print Central, Print Local

Current Imaging Form Name: CW Exemption Request Form

Current Imaging Document Type: CalWORKs (CW)

Existing Imaging Case/Person: Case

2.4.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: Header_1 (See Supporting Document #3)

Updated State Form: CW 2186A (04/2021)

Updated Languages: English

Include NA Back 9: N

Form Mockups/Examples: See Supporting Document #3

Header and Body Variables Editable: Y

Note: At the bottom of the first page of the actual form the sentence 'PLEASE READ PAGE THREE TO FIND OUT ABOUT MORE EXEMPTIONS.' is replaced with 'PLEASE READ THE BACK OF THIS FORM TO FIND OUT ABOUT MORE EXEMPTIONS.' A header will be added to the CW 2186A form which will update the page numbers on the implemented form. The verbiage is updated to account for the difference in page number due to the implementation of the form.

2.4.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing CW 2186A form versions (12/2012) in the System as of April 30th, 2022.

DOC_TEMPL_ID: 5948

Form languages to end date: English, Spanish, Armenian, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

2. Add Latest versions of the Form

This effort is adding the latest version of CW 2186A (04/2021) to the System as of May 1st, 2022.

2.5 Updates to CW 2186B form

2.5.1 Overview

This effort is end dating the existing version of CW 2186B (12/2012) form and adding the latest revision of CW 2186B (04/2021) form based upon the ACL 21-45.

Current State Form: CW 2186B (12/2012)

Current Form Title: CalWORKs Exemption Determination

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Current Attached Forms: N/A
Current Forms Category: Forms
Current Template Repository Visibility: All County
Existing Languages: English, Spanish
Generated by Batch: N
Current Print Options: Print Local, Print Central
Current Imaging Form Name: CW Exemption Determination
Current Imaging Document Type: CalWORKs (CW)
Existing Imaging Case/Person: Case

2.5.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: Header_1 (See Supporting Document #4)
Updated State Form: CW 2186B (04/2021)
Updated Languages: English
Include NA Back 9: Y
Form Mockups/Examples: See Supporting Document #4
Header and Body Variables Editable: Y

2.5.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form
This effort is turning off the existing CW 2186B form versions (12/2012) in the System as of April 30th, 2022.
DOC_TEMPL_ID: 5353
Form languages to end date: English, Spanish
2. Add Latest versions of the Form
This effort is adding the latest version of CW 2186B (04/2021) to the System as of May 1st, 2022.

2.6 Updates to CW 2187 form

2.6.1 Overview

This effort is end dating the existing version of CW 2187 (04/2011) form and adding the latest revision of CW 2187 (04/2021) form based upon the ACL 21-45.

Current State Form: CW 2187 (04/2011)
Current Form Title: YOUR CalWORKs 48-MONTH TIME LIMIT
Current Programs: CalWORKs
Current Attached Forms: N/A
Current Forms Category: Forms
Current Template Repository Visibility: All County
Existing Languages: English, Spanish
Generated by Batch: N
Current Print Options: Print Local, Print Central
Current Imaging Form Name: YOUR CW 48-MONTH TIME LIMIT
Current Imaging Document Type: Time Limit Documents
Existing Imaging Case/Person: Case

2.6.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: Header_1 (See Supporting Document #5)
Updated State Form: CW 2187 (04/2021)
Updated Form Title: YOUR CalWORKs 60-MONTH TIME LIMIT
Updated Imaging Form Name: YOUR CW 60-MONTH TIME LIMIT
Updated Languages: English
Include NA Back 9: Y
Form Mockups/Examples: See Supporting Document #5
Header and Body Variables Editable: Y

2.6.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form
This effort is turning off the existing CW 2187 form versions (04/2011) in the System as of April 30th, 2022.
DOC_TEMPL_ID: 6010
Form languages to end date: English, Spanish
2. Add Latest versions of the Form
This effort is adding the latest version of CW 2187 (04/2021) to the System as of May 1st, 2022.
Note: The existing form population will continue and remain the same.

2.7 Updates to CW 2190A form

2.7.1 Overview

This effort is ending the existing version of CW 2190A (04/2016) form and adding the latest revision of CW 2190A (04/2021) form based upon the ACL 21-45.

Current State Form: CW 2190A (04/2016)

Current Form Title: CalWORKs 48-Month Time Limit Extender Request Form

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All County

Existing Languages: English, Spanish, Armenian, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

Generated by Batch: N

Current Print Options: Print Local, Print Central

Current Imaging Form Name: CW 48-Month Time Limit Extender Request

Current Imaging Document Type: Time Limit Documents

Existing Imaging Case/Person: Case

2.7.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: Header_1 (See Supporting Document #6)

Updated State Form: CW 2190A (04/2021)

Updated Form Title: CalWORKs 60-Month Time Limit Extender Request Form

Updated Imaging Form Name: CW 60-Month Time Limit Extender Request

Updated Languages: English

Include NA Back 9: N

Form Mockups/Examples: See Supporting Document #6

Header and Body Variables Editable: Y

2.7.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing CW 2190A form versions (04/2016) in the System as of April 30th, 2022.

DOC_TEMPL_ID: 5719

Form languages to end date: English, Spanish, Armenian, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

2. Add Latest versions of the Form

This effort is adding the latest version of CW 2190A (04/2021) to the System as of May 1st, 2022.

2.8 Updates to CW 2190B form

2.8.1 Overview

This effort is end dating the existing version of CW 2190B (05/2016) form and adding the latest revision of CW 2190B (04/2021) form based upon the ACL 21-45.

Current State Form: CW 2190B (05/2016)

Current Form Title: CalWORKs 48-Month Time Limit Extender Determination Form

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All County

Existing Languages: English, Spanish, Armenian, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

Generated by Batch: N

Current Print Options: Print Local, Print Central

Current Imaging Form Name: CW 48-Month Time Limit Extender Determ

Current Imaging Document Type: Time Limit Documents

Existing Imaging Case/Person: Case

2.8.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: Header_1 (See Supporting Document #7)

Updated State Form: CW 2190B (04/2021)

Updated Form Title: CalWORKS 60- Month Time Limit Extender Determination Form

Updated Imaging Form Name: CW 60-Month Time Limit Extender Determ

Updated Languages: English

Include NA Back 9: Y

Form Mockups/Examples: See Supporting Document #7

Header and Body Variables Editable: Y

2.8.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing CW 2190B form versions (05/2016) in the System as of April 30th, 2022.

DOC_TEMPL_ID: 6316

Form languages to end date: English, Spanish, Armenian, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

2. Add Latest versions of the Form

This effort is adding the latest version of CW 2190B (04/2021) to the System as of May 1st, 2022.

2.9 Updates to FSP 2 form

2.9.1 Overview

This effort is end dating the existing version of FSP 2 (08/2014) form and adding the latest revision of FSP 2 (01/2021) form based upon the ACL 21-45.

Current State Form: FSP 2 (08/2014)

Current Form Title: Family Stabilization Program Denial Notice

Current Programs: CalWORKs, Welfare to Work, Refugee Employment Program

Current Attached Forms: N/A

Current Forms Category: NOA

Current Template Repository Visibility: All County

Existing Languages: English, Spanish

Generated by Batch: N

Current Print Options: Print Local Form

Current Imaging Form Name: Family Stabilization Program Denial

Current Imaging Document Type: Family Stabilization

Existing Imaging Case/Person: Case

2.9.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Form Header: Header_1 (See Supporting Document #8)

Updated State Form: FSP 2 (01/2021)

Updated Languages: English

Include NA Back 9: Yes

Form Mockups/Examples: See Supporting Document #8

Header and Body Variables Editable: Y

2.9.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing FSP 2 form versions (08/2014) in the System as of April 30th, 2022.

DOC_TEMPL_ID: 6349

Form languages to end date: English, Spanish

2. Add Latest versions of the Form

This effort is adding the latest version of FSP 2 (01/2021) to the System as of May 1st, 2022.

2.10 Updates to WTW 5 form

2.10.1 Overview

This effort is end dating the existing version of WTW 5 form (09/2013) form and adding the latest revision of WTW 5 (01/2021) form based upon the ACL 21-45.

Current State Form: WTW 5 (09/2013)

Current Form Title: Welfare To Work Program Notice

Current Programs: Welfare to Work

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All County

Existing Languages: English, Spanish, Armenian, Arabic, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

Generated by Batch: N

Current Print Options: Print Local Form

Current Imaging Form Name: WTW Program Notice

Current Imaging Document Type: Welfare to Work (WTW)

Existing Imaging Case/Person: Case

2.10.2 Form/NOA Verbiage

This form has a minor update to the verbiage from ACL 21-45.

Updated State Form: WTW 5 (01/2021)

Updated Languages: English

Updated Programs: Welfare to Work and Refugee Employment Program

Include NA Back 9: N

Form Mockups/Examples: See Supporting Document #9

Header and Body Variables Editable: Y

2.10.3 Form/NOA Generation Conditions

1. Turn off the old versions of the Form

This effort is turning off the existing WTW 5 form versions (09/2013) in the System as of April 30th, 2022.

DOC_TEMPL_ID: 5340

Form languages to end date: English, Spanish, Armenian, Arabic, Cambodia, Chinese, Farsi, Filipino, Korean, Russian, Vietnamese

2. Add Latest versions of the Form

This effort is adding the latest version of WTW 5 (01/2021) to the System as of May 1st, 2022.

2.11 End date the existing 48-month Time on Aid Reason Fragments

2.11.1 Overview

The existing 48-month Time on Aid reason fragments should be end dated as of April 30th, 2022, as the 60-month Time Limit takes effect as of May 1st, 2022.

2.11.2 List of 48-month Time on Aid Reason Fragments

Below is the list of the reason fragments which should be turned off as of April 30th, 2022.

Fragment ID	Fragment Name
6411	CW_CH_TL_GRANT_REDUCED_NO_EXEMPTS_NO_CS_A937

6412	CW_CH_TL_GRANT_REDUCED_EXEMPTS_NO_CS_A938
6413	CW_CH_TL_GRANT_REDUCED_EXEMPTS_CS_A939
6423	CW_DN_TL_PREG_NO_EXEMPTIONS_A949
6424	CW_DN_TL_PREG_EXEMPTIONS_NO_CS_A950
6425	CW_DN_TL_PREG_EXEMPTIONS_AND_CS_A951
6418	CW_TN_TL_48_EXEMPTIONS_NON_CS_A944
6433	CW_AP_TL_PARTICIPANT_MET_CONDITION_A987
6435	CW_AP_TL_OVERPAY_REPAID_APPROVED_A989
6437	CW_AP_TL_REPAID_CS_PRORATE_APPROV_AFTER_48_A991
6438	CW_AP_TL_REPAID_OVERPAY_PRORATE_AP_AFTER_48_A992
6420	CW_AP_TL_PA_NO_EXEMPTIONS_NO_CS_A946
6421	CW_AP_TL_PA_EXEMPTIONS_NO_CS_A947
6422	CW_AP_TL_PA_EXEMPTIONS_AND_CS_A948
6439	CW_CH_TL_CS_INCR_GRANT_TIME_ADJUST_A982
6440	CW_CH_TL_OVERPAY_INCR_GRANT_A983
6416	CW_IN_TL_EXTENDED_EXEMPTS_CS_A942
6415	CW_IN_TL_EXTENDED_EXEMPTS_NO_CS_A941
6414	CW_IN_TL_EXTENDED_NO_EXEMPTS_A940
6442	CW_IN_TL_REDETERM_EXEMPTS_AND_CS_A985
6441	CW_IN_TL_REDETERM_EXEMPTS_NO_CS_A984
6443	CW_IN_TL_REDETERM_NO_EXEMPTIONS_A986
6429	CW_TN_TL_EX_INC_EXTENDR_EXPIRE_EXEMPTS_AND_CS_A957
6428	CW_TN_TL_EX_INC_EXTENDR_EXPIRE_EXEMPTS_NO_CS_A956
6427	CW_CH_TL_EXTENDER_END_EXEMPTS_NO_CS_A953
6426	CW_CH_TL_48_EXTEND_TIME_OUT_PARTICIPANT_A977
6434	CW_AP_TL_CS_REPAID_A988

See Supporting document #11 for the fragment's verbiage.

2.12 Add New Time Limit NOA Template

2.12.1 Overview

This effort is adding the Template for the newly added Time Limit NOAs. The verbiage has provided via ACL 21-45.

State Form/NOA: NA 530 (Revision 4/21)

Program(s): CalWORKs

Includes NA Back 9: Yes

Languages: English

Note: The Spanish Template is not being added with this SCR as the new reasons that populate are not available in Spanish. The SCR CA-233816 has been created to add the Spanish Forms/NOAs/Templates related to Time Limits.

2.12.2 Form/NOA Verbiage

1. Create a New Time Limit NOA Template XDP

Add a new Time Limit Template for Approvals, Changes, Denials, Discontinuances.

2. Template Layout – Main Page (Page 1)

The first page of the NOA will contain a standard CalSAWS header and footer. The State Hearing information will be under the header. There will be a dynamic NOA title that populates based on the NOA fragments that are generated. There is a main section where the NOA fragments will generate. Above the footer and below the main section will be a regulations section for Time Limit regulations to populate.

<ADDRESS1>	COUNTY OF <COUNTY>	STATE OF CALIFORNIA HEALTH AND WELFARE AGENCY DEPARTMENT OF SOCIAL SERVICES
	NOTICE DATE: CASE NAME: CASE NUMBER: WORKER NAME: WORKER ID: TELEPHONE NUMBER:	<NOTICE_DATE> <CASE_NAME> <CASE_NUM> <WORKER_NAME> <WORKER_NUM> <PHONE_NUM>
NOTICE OF ACTION <NOA ACTION TITLE> 60-MONTH TIME LIMIT	<ADDRESS2>	
	Questions? Ask your worker.	
	State Hearing: If you think this action is wrong, you can ask for a hearing. The back page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.	
<FOOTER>	Page 1 of X	

3. Template Layout – NA Back 9 (Page 2)

The back of the first page, also known as the second page, the existing NA Back 9 will generate. The page number and page total will generate at the bottom of the page.

YOUR HEARING RIGHTS
 You have the right to ask for a hearing if you disagree with any county action. You have only 90 days to ask for a hearing. The 90 days started the day after the county gave or mailed you this notice. If you have good cause as to why you were not able to file for a hearing within the 90 days, you may still file for a hearing. If you provide good cause, a hearing may still be scheduled.

If you ask for a hearing before an action on Cash Aid, Medi-Cal, CalFresh, or Child Care takes place:
 • Your Cash Aid or Medi-Cal will stay the same while you wait for a hearing.
 • Your Child Care Services may stay the same while you wait for a hearing.
 • Your CalFresh will stay the same until the hearing or the end of your certification period, whichever is earlier.
 If the hearing decision says we are right, you will owe us for any extra Cash Aid, CalFresh or Child Care Services you got. To let us lower or stop your benefits before the hearing check below:
 Yes, lower or stop: Cash Aid CalFresh Child Care

While You Wait for a Hearing Decision for: Welfare to Work:
 You do not have to take part in the activities.

You may receive child care payments for employment and for activities approved by the county before this notice.

If we told you your other supportive services payments will stop, you will not get any more payments, even if you go to your activity.

If we told you we will pay your other supportive services, they will be paid in the amount and in the way we told you in this notice.

- To get those supportive services, you must go to the activity the county told you to attend.
- If the amount of supportive services the county pays while you wait for a hearing decision is not enough to allow you to participate, you can stop going to the activity.

Cal-Learn:
 • You cannot participate in the Cal-Learn Program if we told you we cannot serve you.
 • We will only pay for Cal-Learn supportive services for an approved activity.

OTHER INFORMATION

Medi-Cal Managed Care Plan Members: This action on this notice may stop you from getting services from your managed care health plan. You may wish to contact your health plan membership services if you have questions.

Child and/or Medical Support: The local child support agency will help collect support at no cost even if you are not on cash aid. If they now collect support for you, they will keep doing so unless you tell them in writing to stop. They will send you current support money collected but will keep past due money collected that is owed to the county.

Family Planning: Your welfare office will give you information when you ask for it.

Hearing File: If you ask for a hearing, the State Hearing Division will set up a file. You have the right to see this file before your hearing and to get a copy of the county's written position on your case at least two days before the hearing. The state may give you hearing file to the Welfare Department and the U.S. Departments of Health and Human Services and Agriculture. (W&I Code Sections 10850 and 10950.)

TO ASK FOR A HEARING:
 • Fill out this page.
 • Make a copy of the front and back of this page for your records. If you ask, your worker will get you a copy of this page.
 • Send or take this page to:
 Appeals & Hearing Section
 P.O. Box 18990
 Los Angeles, CA 90018

OR
 • Call toll free: 1-800-952-5253 or for hearing or speech impaired who use TDD, 1-800-952-8349.

To Get Help: You can ask about your hearing rights or for a legal aid referral at the toll-free state phone numbers listed above. You may get free legal help at your local legal aid or welfare rights office.
 Legal Aid Foundation of Los Angeles (LAFLA)
 (800) 399-4529

If you do not want to go to the hearing alone, you can bring a friend or someone with you.

HEARING REQUEST
 I want a hearing due to an action by the Welfare Department of LOS ANGELES County about my:
 Cash Aid CalFresh Medi-Cal
 Other (List) _____

Here's Why: _____

If you need more space, check here and add a page.
 I need the state to provide me with an interpreter at no cost to me. (A relative or friend cannot interpret for you at the hearing.)

My language or dialect is: _____

NAME OF PERSON WHOSE BENEFITS WERE DENIED, CHANGED OR STOPPED _____

BIRTH DATE	PHONE NUMBER
STREET ADDRESS	
CITY	STATE ZIP CODE
SIGNATURE	DATE
NAME OF PERSON COMPLETING THIS FORM	PHONE NUMBER

I want the person named below to represent me at this hearing. I give my permission for this person to see my records or go to the hearing for me. (This person can be a friend or relative but cannot interpret for you.)

NAME	PHONE NUMBER
STREET ADDRESS	
CITY	STATE ZIP CODE

NA BACK 9 (REPLACES NA BACK 8 AND EP 5)(REVISED 4/2013) - REQUIRED FORM - NO SUBSTITUTE PERMITTED Page 2 of X

4. Template Layout – Continuous Pages (Page 3 and ongoing)

The third page, and all pages following the third page, will generate on the NOA Continuation page, which is NA 270, unless otherwise specified in the recommendations below. This will generate on the front and back of all pages starting the third page. The Continuation page will generate

with a standard header. Footer on these continuation pages will be "NA 270 (1/100) CONTINUATION PAGE"

NOTICE OF ACTION	COUNTY OF <COUNTY>	STATE OF CALIFORNIA HEALTH AND WELFARE AGENCY DEPARTMENT OF SOCIAL SERVICES
Continued		
	NOTICE DATE:	<NOTICE_DATE>
	CASE NAME:	<CASE_NAME>
	CASE NUMBER:	<CASE_NUM>
	WORKER NAME:	<WORKER_NAME>
	WORKER ID:	<WORKER_ID>
	TELEPHONE NUMBER:	<PHONE_NUM>

NA 270 (1/100) CONTINUATION PAGE Page 3 of X

After all the NOA Action, Reason, Messages are populated, on the next page, the exempt months verbiage will populate.

For example: If the Action, Reason, Message verbiage did not fit in the first page, then the text will flow on the third page and so on (as second page will have NA BACK 9). Once the Action, Reason and Message has been populated on the NOA, the next page will contain the following text.

Description	Text
<Static Section>	The following <ExemptionMonthsNotCounted> months did not count toward your CalWORKs 60-month time limit:
<Dynamic Section>	<Year> - <Months>

The <Dynamic Section> mentioned above will create a new line for each year where the exempt months exist.

NOTICE OF ACTION	COUNTY OF <COUNTY>	STATE OF CALIFORNIA HEALTH AND WELFARE AGENCY DEPARTMENT OF SOCIAL SERVICES		
Continued				
	NOTICE DATE: CASE NAME: CASE NUMBER: WORKER NAME: WORKER ID: TELEPHONE NUMBER:	<NOTICE_DATE> <CASE_NAME> <CASE_NUM> <WORKER_NAME> <WORKER_ID> <PHONE_NUM>		
<p>The following <ExemptionMonthsNotCounted> months did not count toward your CalWORKs 60-month time limit:</p> <table border="0" style="width: 100%;"> <tr> <td style="border: 1px solid red; padding: 2px;"><Year> - <Months></td> <td style="color: red; padding-left: 10px;"><Dynamic Section></td> </tr> </table>			<Year> - <Months>	<Dynamic Section>
<Year> - <Months>	<Dynamic Section>			
<div style="display: flex; justify-content: space-between; font-size: small;"> NA 270 (11/00) CONTINUATION PAGE Page Y of X </div>				

3. Add the Addendum 1

If the Addendum 1 is applicable for the generated reason, the Addendum 1 will populate on the page following the exempt months. The triggers for the Addendum 1 (if applicable) will be listed in the corresponding reason fragment recommendations.

Description	Text
-------------	------

<Static Section>	<p>Child Support Collection for CalWORKs 60-month Time Limit Exemption.</p> <p>Child support collection is used to exempt months of aid. A month is exempt if the aid for that month is fully repaid by child support collected since 1998. All child support amounts since 1998 are added together so when the total child support amount can repay a month of aid, that month does not count toward the CalWORKs 60-month time limit.</p> <p>The following information tells you how the child support was collected and applied to repay months on aid.</p> <p>As of <NotificationDate>, the amount of child support collected is <AmountOfChildSupportCollected>.</p> <p>The child support amount was applied to exempt the following <Number_of_Exempt_Months> months:</p>
<Dynamic Section>	<Month_and_Year1> Amount of Aid Repaid by Child Support <Aid_Repaid_by_Child_Support>
<Static Section>	The remaining amount of child support is <RemainingChildSupport> and will be applied to months of aid that have not yet been repaid.

The <Dynamic Section> mentioned above will create a new line for each exempt month that exists.

NOTICE OF ACTION

COUNTY OF <COUNTY>

STATE OF CALIFORNIA
HEALTH AND WELFARE AGENCY
DEPARTMENT OF SOCIAL SERVICES

Continued

NOTICE DATE:	<NOTICE_DATE>
CASE NAME:	<CASE_NAME>
CASE NUMBER:	<CASE_NUM>
WORKER NAME:	<WORKER_NAME>
WORKER ID:	<WORKER_ID>
TELEPHONE NUMBER:	<PHONE_NUM>

Child Support Collection for CalWORKs 60-month Time Limit Exemption.

Child support collection is used to exempt months of aid. A month is exempt if the aid for that month is fully repaid by child support collected since 1998. All child support amounts since 1998 are added together so when the total child support amount can repay a month of aid, that month does not count toward the CalWORKs 60-month time limit.

The following information tells you how the child support was collected and applied to repay months on aid.

As of <NotificationDate>, the amount of child support collected is <AmountOfChildSupportCollected>.

The child support amount was applied to exempt the following <Number_of_Exempt_Months> months:

<Month_and_Year1> Amount of Aid Repaid by Child Support <Aid_Repaid_by_Child_Support> <Dynamic Section>

The remaining amount of child support is <RemainingChildSupport> and will be applied to months of aid that have not yet been repaid.

4. Add Addendum 2

If the Addendum 2 is applicable for the generated reason, the Addendum 2 will populate on the page following the exempt months. The triggers for the Addendum 2 (if applicable) will be listed in the corresponding reason fragment recommendations.

Description	Text
<Static Section>	<p>Child Support Collection for CalWORKs 60-month Time Limit Exemption.</p> <p>Child support collection is used to exempt months of aid. A month is exempt if the aid for that month is fully repaid by child support collected since 1998. All child support amounts since 1998 are added together so when the total child support amount can repay a month of aid, that month does not count toward the CalWORKs 60-month time limit.</p> <p>The following information tells you how the child support was collected and applied to repay months on aid.</p> <p>As of <LastTLNOASentDate>, the amount of child support since your last notice is <AmountOfChildSupportCollected>.</p> <p>On the last time limit notice, the remaining amount of child support that was not yet used was: + <RemainingChildSupport >.</p> <p>The total amount of child support applied to repay aid since your last notice is: = <AmountSinceLastTL>.</p> <p>The child support amount was applied to exempt the following <Number_of_Exempt_Months> months:</p>
<Dynamic Section>	<Month_and_Year1> Amount of Aid Repaid by Child Support <Aid_Repaid_by_Child_Support>
<Static Section>	The remaining amount of child support is <RemainingChildSupport> and will be applied to months of aid that have not yet been repaid.

The <Dynamic Section> mentioned above will create a new line for each exempt month that exists.

NOTICE OF ACTION

COUNTY OF <COUNTY>

STATE OF CALIFORNIA
HEALTH AND WELFARE AGENCY
DEPARTMENT OF SOCIAL SERVICES

Continued

NOTICE DATE:	<NOTICE_DATE>
CASE NAME:	<CASE_NAME>
CASE NUMBER:	<CASE_NUM>
WORKER NAME:	<WORKER_NAME>
WORKER ID:	<WORKER_ID>
TELEPHONE NUMBER:	<PHONE_NUM>

Child Support Collection for CalWORKs 60-month Time Limit Exemption.

Child support collection is used to exempt months of aid. A month is exempt if the aid for that month is fully repaid by child support collected since 1998. All child support amounts since 1998 are added together so when the total child support amount can repay a month of aid, that month does not count toward the CalWORKs 60-month time limit.

The following information tells you how the child support was collected and applied to repay months on aid.

As of <NotificationDate>, the amount of child support collected is <AmountOfChildSupportCollected>.

On the last time limit notice, the remaining amount of child support that was not yet used was:
<RemainingChildSupport >

The total amount of child support applied to repay aid since your last notice is: = <AmountSinceLastTL>

The child support amount was applied to exempt the following <Number_of_Exempt_Months> months:

<Month_and_Year1> Amount of Aid Repaid by Child Support <Aid_Repaid_by_Child_Support> <Dynamic Section>

The remaining amount of child support is <RemainingChildSupport> and will be applied to months of aid that have not yet been repaid.

5. Attach CW 2184 form at the end of the Template

Attach the updated CW 2184 form at the end of the Template.

CALWORKS 60-MONTH TIME LIMIT**CalWORKs 60-MONTH TIME LIMIT ON AID**

Beginning May 1, 2022, an aided adult (parent, stepparent, and/or caretaker relative) can only get 60 months (5 years) of cash aid from the California Work Opportunity and Responsibility to Kids (CalWORKs) program. This includes cash aid you got from California and other states' Federal Temporary Assistance for Needy Families (TANF) Programs.

The 60-month time limit does NOT apply to:

- Children
- Child Care
- Medi-Cal Benefits
- CalFresh Benefits
- Aid that you got from California or another state under the Aid to Families with Dependent Children (AFDC) Program before January 1, 1998.

FACTS YOU SHOULD KNOW ABOUT THE CalWORKs 60-MONTH TIME LIMIT**Time Limit Exemptions - "Clock Stoppers"**

A month on cash aid does not count toward your CalWORKs 60-month time limit if at any time during that month you are:

- Disabled (*You must have medical proof of a disability that is expected to last at least 30 days.*)
- 60 years or older.
- Caring for an ill or incapacitated person living in your home, which impairs you from working or participating in welfare-to-work activities.
- Caring for a dependent child of the court or a child at risk of placement in foster care, which impairs you from working or participating in welfare-to-work activities.
- A victim of domestic abuse and the county waives the 60-month time limit.
- Living in Indian Country, as defined by federal law, or an Alaskan native village, in which at least 50 percent of the adults are unemployed.
- Granted an exemption from participation and the cash aid time limit based on caring for a child who is 0-23 months of age. (*This exemption is only available once.*)

More "Clock Stoppers" to the CalWORKs 60-Month Time Limit

A month does not count if:

- You did not get CalWORKs cash aid for yourself because your grant was less than \$10, you were sanctioned, or you were not eligible for any other reason.
- Your cash grant is fully repaid by child support collection.
- You are off cash aid, employed and only getting supportive services such as child care, transportation, or case management.

For more information regarding time limits, see back page.

Time Limit Exceptions –“Time Extenders”

You may be able to get more cash aid after 60 months if all aided parents, stepparents, and/or caretaker relatives in the home are in one of the following situations:

- Caring for an ill or incapacitated person living in your home, which impairs you from working or participating in welfare-to-work activities.
- 60 years or older.
- Caring for a dependent child of the court, or a child at risk of placement in foster care, which impairs you from working or participating in welfare-to-work activities.
- Evaluated by the county and are found to be unable to maintain work or take part in welfare-to-work activities. This exception only applies when the adult has a history of cooperating with welfare-to-work rules.
- Not in the assistance unit (AU) for any reason other than reaching the 60-month time limit.
- Disabled and receiving certain types of disability benefits and the disability impairs you from working or participating in welfare-to-work activities. The benefits that qualify for this are: State Disability Insurance, Worker’s Compensation Temporary Disability Insurance, In-Home Supportive Services, or State Supplementary Program benefits.
- If only one adult in the home meets an extender, you won’t be eligible for extended cash aid. All adults must meet one of these extenders, but each one can meet a different one.

CalWORKs 60-Month Time Limit Waiver for Extending Aid

If you are a victim of domestic abuse and the county determines that your condition or situation impairs your ability to work or to participate in welfare-to-work activities, the county may waive the 60-month time limit, and you can get more than 60 months of aid. All adults in the home do not need to meet an extender for an individual to receive a domestic violence waiver.

Request for Exemption or Extender

If you think you meet the rules for an exemption or extender, contact your worker. You may also contact your worker to find out how many months of aid you used.

Choosing to Leave Cash Aid

If your family is getting only a small amount of monthly cash aid, you may choose to go off aid so that the months will not count against your CalWORKs 60-month time limit. This will save you some months for cash aid in the future. You should contact your worker to find out if going off aid will be helpful to you.

Diversion

There are special time limit rules for diversion. Diversion is a lump sum payment you can get instead of getting monthly cash aid. The month that you get the diversion payment counts as one month toward the CalWORKs 60-month time limit, unless you reapply and get cash aid during the diversion period. In that case, you may choose to have all the months in the diversion period counted toward the 60-month time limit, or to repay the diversion payment by reducing your monthly cash grant.

RULES FOR OTHER STATES

Other states have different time limit rules. If you got TANF aid in another state -or if you plan to move to another state -you must contact that state to find out about its time limit requirements.

2.12.3 Form/NOA Variable Population**Add Fragment Variable Population**

This new Template will have 27 variables that are populated with values from EDBC.

See Supporting Document #10 for list of new Template variables and Population.

2.13 Add a New Time Limit NOA Message

2.13.1 Overview

Add a new Message to populate on Time Limit NOAs.

Known County NOA: NA 530

Program(s): CalWORKs

Action Type(s): Approval, Change, Discontinuance, Denial

Fragment Level: Program

Repeatable: No

Languages: English

2.13.2 Form/NOA Verbiage

Create a new Time Limit NOA message.

Description	Text
Static	<p>CONTACT YOUR WORKER RIGHT AWAY IF YOU DISAGREE WITH THE INFORMATION ON THIS NOTICE.</p> <ul style="list-style-type: none">• If you and the county worker cannot reach an agreement, you must ask for a hearing within 90 days from the date of this notice.• If you do not request a hearing, you may not get another chance to change the number of months shown on this notice for your 60-month time limit on aid. <p>Medi-Cal: This notice DOES NOT change or stop Medi-Cal Benefits. Keep using your plastic Benefits Identification Card(s). You will get another notice telling you about any changes to your health benefits.</p> <p>CalFresh: This notice DOES NOT stop or change your CalFresh benefits. You will get a separate notice telling you about any changes to your CalFresh benefits.</p> <p>Receiving Medi-Cal and/or CalFresh only DOES NOT count against your cash aid time limits.</p>

	Rules: These rules apply; you may review them at your welfare office: Assembly Bill 79 (Chapter 11, Statutes of 2020).
--	---

*Formatting of this Message: Arial Font Size 10

2.13.3 Form/NOA Variable Population

N/A, this new Message Fragment does not require any variable population.

2.13.4 Form/NOA Generation Conditions

Generation conditions will be added as part of the reason fragment's recommendations.

Note: Please refer to the recommendations below for newly added reason fragments.

Ordering on the NOA: This will be the last fragment on the NOA.

2.14 Add a New Action Fragment

2.14.1 Overview

Add a new Message to populate on Time Limit NOAs.

Known County NOA: NA 530

Program(s): CalWORKs

Action Type(s): Approval

Fragment Level: Program

Repeatable: No

Languages: English

2.14.2 Form/NOA Verbiage

Create a new Time Limit NOA message.

Description	Text
Static	As of <EffectiveDate>, the county has approved cash aid and Medi-Cal for some members of your family. The first day of cash aid is <BenefitMonthBeginDate>. The first month's cash aid amount is <BenefitAmount>.

*Formatting of this Message: Arial Font Size 10

2.14.3 Form/NOA Variable Population

Variable Name	Population	Formatting
<EffectiveDate>	EDBC run date. Format: MM/DD/YYYY	Arial Font 10
<BenefitMonth BeginDate >	Begin date of the month for which the benefits are approved Format: MM/DD/YYYY	Arial Font 10
<BenefitAmount>	Approved cash aid amount Format: \$500.00	Arial Font 10

2.14.4 Form/NOA Generation Conditions

Generation conditions will be added as part of the reason fragment's recommendations.

Note: Please refer to the recommendations below for newly added reason fragments.

Ordering on the NOA: This will be the first fragment on the NOA.

2.15 Add new Time on Aid NOA (M40-107G)

2.15.1 Overview

Create a new Time on Aid NOA (M40-107G) to reflect the 60 MTC changes.

Known County NOA: M40-107G

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Change/Discontinuance

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.15.2 Form Verbiage

Add new Time On Aid Change Grant Reduction Change Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid change during grant reduction.

Description	Text
<Static_ Section>	<p>As of <EffectiveChangeDate1>, the County is changing your family's cash aid from <PriorMonthCashAidAmount> to <NewCashAidAmount>. We have removed <Person> from the grant. The new amount of cash aid is for the <Remaining AUMembers> remaining eligible members of your family. The new cash aid amount is figured on the next page.</p> <p>Here's why:</p> <p>As of < EffectiveChangeDate2>, <Person>, has used 60 months of CalWORKs cash aid. Adults cannot get CalWORKs cash aid after 60 months unless they meet an exception to the time limit. We have no record of you meeting an exception. If you disagree, ask for a hearing.</p> <p>You may be able to get aid for yourself after 60 months. The reasons are listed on form CW 2190A, sent out with this notice. Fill out and return the form to the County any time you think you qualify for an exception.</p> <p>You got CalWORKs aid: from <PeriodReceivedAid> = <PeriodTotal NumberMonths> months.</p>
<Dynamic Section1>	The list on this page includes months that are exempt due to child support collection. The last page(s) shows how child support was applied to exempt month(s).
<Dynamic_ Section2>	No child support was collected for children in your AU.

Add Dynamic Section to the Grant Reduction Change Fragment:

This new fragment will have a dynamically generated section (DYNAMIC SECTION 1.2). The trigger conditions for these dynamic sections are listed below.

2.15.3 Form/NOA Variable Population

1. Add Time On Aid Change Grant Reduction Fragment Variable Population

Variable Name	Population	Formatting
<EffectiveChange Date1>	Begin date of the month following the 60 th countable month. Format: MM/DD/YYYY	Arial Font 10

<PriorMonthCashAidAmount>	Prior Month Cash aid amount Format: \$600.00	Arial Font 10
<NewCashAidAmount>	Current Month Cash aid amount Format: \$500.00	Arial Font 10
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<RemainingAUMembers>	The size of the AU after the person is being removed for reaching 60 TL months.	Arial Font 10
<EffectiveChangeDate2>	End date of the 60 th countable month Format: MM/DD/YYYY	Arial Font 10
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<PeriodReceivedAid>	<Time limit period begin month and year> to <Time limit period end month and year> Format: MM/YYYY to MM/YYYY Note: This section will be iterated based on the number of active time limit periods. For Example: If there are multiple time limit periods, the population will look like below From 01/2021 to 04/2021 =4 month(s) From 07/2021 to 08/2021 = 2 months	Arial Font 10
<PeriodTotalNumberMonths>	Populate the number of months within the time limit period. Note: Refer to the example mentioned in the <PeriodReceivedAid> population.	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Grant Reduction Fragment is generated on the NOA:

Regulations: 40-107(a)(4)(G), 42-302, 42-302.21, 42-712, 44-111, 44-113, 44-207.2, and ACL No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Grant Reduction Reason Fragment.

NOA Reference on Document List Page: NOA - CW - BC - Aid:60Mnths

NOA Title: CALWORKS CHANGE

NOA Footer: M40-107G

2.15.4 NOA Generation Conditions

1. Add Time on Aid Grant Reduction Reason Fragment Generation

This new Fragment will generate for a CalWORKs program when a Time Limit participant reaches his/her 60th countable month (i.e., this NOA will generate in the 60th countable month), the current benefit amount is less than the prior benefit amount and there is no time limit extender for the current month or the previous month.

The role reason for the participant will be 'CW Time Limit'

Action Fragment: This reason will not have an associated Action Fragment.

Message Fragment:

New message added as part of the recommendation 2.13

Regulations Fragment: REGULATIONS_SECTION (Fragment ID: 1308)

Budget Fragment: NA 1239 SAR

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: CW 2190A

Ordering on the NOA: This fragment will be the first fragment to populate on the NOA followed by the message, regulations, NA 1239 SAR Budget, the months that did not count, Addendum (if applicable) and the CW 2184 form.

2. Dynamic Fragment Section Generation

Dynamic Section1 – Populate this section when there are month(s) that are exempt from the CW 60-month TL due to Child Support collection. i.e., Child Support Exempt months are not Zero.

Add Addendum 1 - Turn on Addendum 1 on the new Time Limit NOA Template when Dynamic Section1 generates and there was no previous Time Limit NOA for the person.

Add Addendum 2 - Turn on Addendum 2 on the new Time Limit NOA Template when Dynamic Section 1 generates on the NOA and a previous Time Limit NOA exists for the person.

Dynamic Section 2 – Populate this section when there are month(s) that are exempt from the CW 60-month TL and Child Support exemption do not apply. i.e., Child Support Exempt months are Zero

Note – No Addendum will be turned on if Dynamic Section 2 is being populated on the NOA.

3. Fragments being replaced by this new fragment

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6411	CW_CH_TL_GRANT_REDUCED_NO_EXEMPTS_NO_CS_A937
6412	CW_CH_TL_GRANT_REDUCED_EXEMPTS_NO_CS_A938
6413	CW_CH_TL_GRANT_REDUCED_EXEMPTS_CS_A939

2.16 Add to Time on Aid NOA (M40-107F)

2.16.1 Overview

Create a new Time on Aid NOA (M40-140F) to reflect the 60 MTC changes.

Known County NOA: Derived from M40-107F

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: No Change or Information Action

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.16.2 Form Verbiage

Add new Time On Aid Beyond 60 Months Change Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid beyond 60 months.

Description	Text
<Static_ Section>	<p>On the date of the last time limit notice, <LastTlSentDate>, the County determined that you, <Person> used a total of <LifetimeMonthsLastNOA> months of your lifetime 60- month time limit of CalWORKs cash aid.</p> <p>As of <Date60MonthsUsed>, you, <Person> used your total 60 months of CalWORKs cash aid. However, you can continue to get cash aid because you have a condition that meets the requirement to be extended on aid.</p> <p>Your condition may be reviewed again to determine if you can continue to get aid.</p> <p>Here's why:</p> <p>Since your last time limit notice, you got CalWORKs:</p> <p>From <PeriodEligibleAfterTLNOA> = <PeriodTotalNumberMonths> month(s).</p> <p>Months that did not count = <ExemptionMonthsNotCounted> months.</p> <p>The additional months used: + <AdditionalCount></p> <p>The total number used is now {Total60Months} month(s).</p> <p>If you were exempt, the month(s) did not count toward the CalWORKs 60-month time limit. These months are listed on the next page.</p>
<Dynamic Section1>	The last page(s) shows how child support was applied to exempt month(s).
<Dynamic_ Section2>	No child support was collected for children in your Assisted Unit.

Add Dynamic Section to the Time Limit 60 month No Change Fragment:

This new fragment will have a dynamically generated section (DYNAMIC SECTION 1,2). The trigger conditions for these dynamic sections are listed below.

2.16.3 Form/NOA Variable Population

1. Add Time On Aid Time On Aid beyond 60 months Fragment Variable Population

Variable Name	Population	Formatting
<LastTlSentDate>	The date when the last Time Limit NOA was sent Format: MM/DD/YYYY	Arial Font 10

<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<LifetimeMonths LastNOA>	Number of used Time Limit Months that was listed in the previous Time Limit NOA	Arial Font 10
<Date60 MonthsUsed>	End date of the 60 th countable month Format: MM/DD/YYYY	Arial Font 10
<PeriodEligible AfterTLNOA>	<Time limit period begin month and year after the last Time Limit NOA was sent> to <Time limit period end month and year> Note: This section will be iterated based on the number of active time limit periods. For Example: If there are multiple time limit periods, the population will look like below From 01/2021 to 04/2021 = 4 month(s) From 07/2021 to 08/2021 = 2 months <Time limit period begin month and year> to <Time limit period end month and year> Format: MM/YYYY to MM/YYYY	Arial Font 10
<PeriodTotal NumberMonths>	Populate the number of months within the time limit period. Note: Refer to the example mentioned in the <PeriodReceivedAid> population.	Arial Font 10
<Exemption MonthsNotCounted>	Populate the number of months that are either uncountable or exempt.	Arial Font 10
<AdditionalCount>	Countable Time Limit Months used since last Time Limit NOA was sent	Arial Font 10
<Total60Months>	Populate the total number of months counted (Will be 60 months)	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Beyond 60 months Fragment is generated on the NOA:

Regulations: 40-107(a)(4)(G), 42-302, 42-302.11, 42-302.21, 42-712 and ACL No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Beyond 60 months Reason Fragment.

NOA Reference on Document List Page: NOA - CW - Aid:>60Mnths

NOA Title: CALWORKS INFORMATIONAL NO CHANGE

NOA Footer: M40-107F

Formatted: Highlight

2.16.4 NOA Generation Conditions

1. Add Time on Aid beyond 60 months Reason Fragment Generation

Trigger for ongoing CalWORKs cases when a Time Limit participant reaches his/her 60 countable month(s) (i.e., this NOA will generate after the 60th countable month) and benefits continue to be granted due to a condition that meets the requirements for extended aid. i.e., extender months exist. (Code_DETL table CATGRY_ID = 863)

Action Fragment: This reason will not have an associated Action Fragment.

Message Fragment:

New message added as part of the recommendation 2.13

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: No

This fragment will be the first fragment to populate on the NOA followed by the message, regulations, the months that did not count, addendum (if applicable) and the CW 2184 form.

2. Dynamic Fragment Section Generation

Dynamic Section1 – Populate this section when there are month(s) that are exempt from the CW 60-month TL due to Child Support collection. i.e., Child Support Exempt months are not Zero

Add Addendum 1 - Turn on Addendum 1 on the new Time Limit NOA Template when Dynamic Section1 generates and there was no previous Time Limit NOA for the person.

Add Addendum 2 - Turn on Addendum 2 on the new Time Limit NOA Template when Dynamic Section 1 generates on the NOA and a previous Time Limit NOA exists for the person.

Dynamic Section 2 – Populate this section when there are month(s) that are exempt from the CW 60-month TL and Child Support exemption do not apply. i.e., Child Support Exempt months are Zero

Note – No Addendum will be turned on if Dynamic Section 2 is being populated on the NOA.

3. Fragments being replaced by this new fragment

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6416	CW_IN_TL_EXTENDED_EXEMPTS_CS_A942
6414	CW_IN_TL_EXTENDED_NO_EXEMPTS_A940

2.17 Add new Time on Aid NOA (M40-107B)

2.17.1 Overview

Create a new Time on Aid NOA (M40-107B) to reflect the 60 MTC changes.

Known County NOA: M40-107B

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Informational

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.17.2 Form Verbiage

Add new Time On Aid at Application or Redetermination Fragment XDP

Add a new CalWORKs NOA Reason to inform about the time limit months during Intake or Redetermination.

Description	Text
<Static_ Section>	<p>On the date of the last time limit notice, <LastTlSentDate>, the County determined that you, <Person> used a total of <LifetimeMonthsLastNOA> months of your lifetime 60-month time limit of CalWORKs cash aid.</p> <p>Since <LastTlSentDate>, you used <AdditionalCount> more months.</p> <p>Here's why:</p> <p>Since your last time limit notice, you got CalWORKs:</p> <p>from <PeriodEligibleAfterTLNOA> = <PeriodTotalNumberMonths> month(s).</p> <p>Subtotal = <PeriodSubtotalMonths> month(s).</p> <p>Month(s) that did not count. - <ExemptionMonthsNotCounted> month(s).</p> <p>The additional months used: + <AdditionalCount></p> <p>The total number used is now = {TotalMonthsUsed} month(s).</p> <p>If you were exempt, the month(s) did not count toward the CalWORKs 60-month time limit. These months are listed on the next page.</p>
<Dynamic Section1>	<p>The list on the next page includes months that are exempt due to child support collection. The last page(s) shows how child support was applied to exempt month(s).</p> <p>You may also have months that are exempt because of child support collection. If you do, these months will be included in your next notice.</p>
<Dynamic_ Section2>	<p>No child support was collected for children in your AU.</p>

Add Dynamic Section to the Grant Reduction Change Fragment:

This new fragment will have a dynamically generated section (DYNAMIC SECTION 1,2). The trigger conditions for these dynamic sections are listed below.

2.17.3 Form/NOA Variable Population

1. Add Time On Aid at Application or Redetermination Fragment Variable Population

Variable Name	Population	Formatting
<LastTlSentDate>	The date when the last Time Limit NOA was sent Format: MM/DD/YYYY	Arial Font 10
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<LifetimeMonths LastNOA>	Number of used Time Limit Months that was listed in the previous Time Limit NOA	Arial Font 10
<LastTlSentDate>	The date when the last Time Limit NOA was sent Format: MM/DD/YYYY	Arial Font 10
<AdditionalCount>	Countable Time Limit Months used since last Time Limit NOA was sent	Arial Font 10
<PeriodEligible AfterTLNOA>	<Time limit period begin month and year after the last Time Limit NOA was sent> to <Time limit period end month and year> Note: This section will be iterated based on the number of active time limit periods. For Example: If there are multiple time limit periods, the population will look like below From 01/2021 to 04/2021 =4 month(s) From 07/2021 to 08/2021 = 2 months <Time limit period begin month and year> to <Time limit period end month and year> Format: MM/YYYY to MM/YYYY	Arial Font 10
<PeriodTotal NumberMonths>	Populate the number of months within the time limit period. Note: Refer to the example mentioned in the <PeriodReceivedAid> population.	Arial Font 10
<PeriodSubtotal Months>	Populate the sum of all the <PeriodTotalNumberMonths>	Arial Font 10

<ExemptionMonths NotCounted>	Populate the number of months that are either uncountable or exempt.	Arial Font 10
<AdditionalCount>	Countable Time Limit Months used since last Time Limit NOA was sent	
<TotalMonthsUsed>	Populate the sum of previously used Time limit months and the additional Time limit NOA months i.e. <LifetimeMonths LastNOA> and <AdditionalCount>	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Grant Reduction Fragment is generated on the NOA:

Regulations: 40-107(a)(4), 42-302,42-302.21, 42-712 and All County Letter No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Grant Reduction Reason Fragment.

NOA Reference on Document List Page: NOA - CW - Time on Aid at Application/ Redetermination

NOA Title: CALWORKS INFORMATIONAL NO CHANGE

NOA Footer: M40-107B

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2.17.4 NOA Generation Conditions

1. Add Time on Aid at Application or Redetermination Reason Fragment Generation

This new Fragment will generate for a CalWORKS program at Intake or at Redetermination (irrespective of the person's status) if a previous Time Limit NOA was sent to a participant and the person did not exhaust all of the 60 countable months. This fragment will generate although the person gets denied/discontinued.

Note: This NOA will not generate if there was no Time Limit NOA sent for this participant.

Action Fragment: This reason will not have an associated Action Fragment.

Message Fragment:

New message added as part of the recommendation 2.13

Regulations Fragment: REGULATIONS_SECTION (Fragment ID: 1308)

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: No

Ordering on the NOA: This fragment will be the first fragment to populate on the NOA followed by the message, regulations, the months that did not count and the CW 2184 form.

2. **Dynamic Fragment Section Generation**

Dynamic Section1 – Populate this section when there are month(s) that are exempt from the CW 60-month TL due to Child Support collection. i.e., Child Support Exempt months are not Zero

Add Addendum 2 - Turn on Addendum 2 on the new Time Limit NOA Template when Dynamic Section1 generates on the NOA and a previous Time Limit NOA exists for the person.

Dynamic Section2 – Populate this section when there are month(s) that are exempt from the CW 60-month TL and Child Support exemption do not apply. i.e., Child Support Exempt months are Zero

Note – No Addendum will be turned on if Dynamic Section 2 is being populated on the NOA

3. **Fragments being replaced by this new fragment**

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6442	CW_IN_TL_REDETERM_EXEMPTS_AND_CS_A985
6441	CW_IN_TL_REDETERM_EXEMPTS_NO_CS_A984
6443	CW_IN_TL_REDETERM_NO_EXEMPTIONS_A986

2.18 Add new Time on Aid NOA(M40-107J)

2.18.1 Overview

Create a new Time on Aid NOA to reflect the 60 MTC changes.

Known County NOA: M40-107J

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Partial Approval

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184

Languages: English

Note: Threshold will be added with SCR CA-233816

2.18.2 Form Verbiage

Add new Time On Aid Partial Approval Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid during partial Approval.

Description	Text
<Static_ Section>	Aid has been denied for <Person>. Here's why: On the date of your last time limit notice, <LastTlSentDate> the county determined that you used the total 60 months of CalWORKs aid and can no longer get cash aid. Your cash amount is figured on the next page.

2.18.3 Form/NOA Variable Population

1. Add Time On Aid Partial Approval Fragment Variable Population

Variable Name	Population	Formatting
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<LastTlSentDate>	The date when the last Time Limit NOA was sent Format: MM/DD/YYYY If the last Time Limit NOA sent date is not found, then populate 'N/A'	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Grant Reduction Fragment is generated on the NOA:

Regulations: 40-107(a)(4), 40-171, 40-173, 42-302, 42-302.21, 42-712, 82-833, and ACL No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Grant Reduction Reason Fragment.

NOA Reference on Document List Page: NOA - CW - AP - Part. Appr

NOA Title: CALWORKS APPROVAL

NOA Footer: M40-107J

2.18.4 NOA Generation Conditions

1. Add Time on Aid Partial Approval Fragment Generation

This new Fragment will generate for a CalWORKs program during partial approval i.e., at least one person is approved on the case and at least one person is denied. The denied Time Limit participant used his/her 60 countable months, and the denied person does not qualify for any time limit extenders.

The role reason for denied the participant will be 'CW Time Limit'

Action Fragment: New Action Fragment added as part of the rec 2.14

Message Fragment:

New message added as part of the recommendation 2.13

Regulations Fragment: REGULATIONS_SECTION (Fragment ID: 1308)

Budget Fragment: NA 1239 SAR

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: N/A

Ordering on the NOA: Action Fragment will be the first fragment to populate on the NOA followed by this reason, message, regulations, NA 1239 SAR Budget, and the CW 2184 form.

2. Fragments being replaced by this new fragment

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6420	CW_AP_TL_PA_NO_EXEMPTIONS_NO_CS_A946
6421	CW_AP_TL_PA_EXEMPTIONS_NO_CS_A947
6422	CW_AP_TL_PA_EXEMPTIONS_AND_CS_A948

2.19 Add new Time on Aid NOA (M40-107F2)

2.19.1 Overview

Create a new Time on Aid NOA (M40-107F2) to reflect the 60 MTC changes.

Known County NOA: M40-107F2

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Change

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.19.2 Form Verbiage

Add new Time On Aid Grant Reduction Change Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid change during grant reduction.

Description	Text
<Static_ Section>	You can no longer get cash aid because you, <Person>, no longer have a condition that lets you get cash aid after your 60-month limit. Contact your worker if you think you have a condition that meets the rule to continue to get cash aid. Your cash aid is figured on the next page.

2.19.3 Form/NOA Variable Population

1. Add Time On Aid Change Grant Reduction Fragment Variable Population

Variable Name	Population	Formatting
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Grant Reduction Fragment is generated on the NOA:

Regulations: 40-107(a)(4), 42-302, 42-302.11, 42-302.21, 42-712 and ACL No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Grant Reduction Reason Fragment.

NOA Reference on Document List Page: NOA - CW - BC - Aid:60Mnth

NOA Title: CALWORKS CHANGE

NOA Footer: M40-107F2

2.19.4 NOA Generation Conditions

1. Add Time on Aid Grant Reduction Reason Fragment Generation

This new Fragment will generate for a CalWORKs program post 60th month time limit (i.e., countable time limit months > 60 months) when a Time Limit individual is no longer eligible for a CalWORKs time extender, the grant amount is reduced.

The role reason for the participant will be 'CW Time Limit'

Action Fragment: CW_CH_ACTION6 (Fragment ID: 4072)

Message Fragment:

New message added as part of the recommendation 2.13

Regulations Fragment: REGULATIONS_SECTION (Fragment ID: 1308)

Budget Fragment: NA 1239 SAR

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: No

Ordering on the NOA: Action Fragment will be the first fragment to populate on the NOA followed by this reason, message, regulations, NA 1239 SAR Budget, the months that did not count and the CW 2184 form.

2. Fragments being replaced by this new fragment

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6427	CW_CH_TL_EXTENDER_END_EXEMPTS_NO_CS_A953

2.20 Add new Time on Aid NOA (M40-107F1)

2.20.1 Overview

Create a new Time on Aid NOA (M40-107F1) to reflect the 60 MTC changes.

Known County NOA: M40-107F1

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Change

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.20.2 Form Verbiage

Add new Time On Aid Change Extender Criteria Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid change during grant change when a recipient meets extended criteria.

Description	Text
<Static_ Section>	<p>You can now get cash aid because you, <Person>, have a condition that meets the rule to get cash aid after your 60-month limit.</p> <p>Your condition may be reviewed again to determine if you can continue to get aid.</p> <p>Your new cash aid amount is figured on the next page.</p>

2.20.3 Form/NOA Variable Population

1. Add Time On Aid Change Grant Reduction Fragment Variable Population

Variable Name	Population	Formatting
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Grant Reduction Fragment is generated on the NOA:

Regulations: 42-302, 42-302.11, 42-302.2, 42-302.21, 42-712 and ACL No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Grant Reduction Reason Fragment.

NOA Reference on Document List Page: NOA - CW - BC - Aid:60Mnth

NOA Title: CALWORKS CHANGE

NOA Footer: M40-107F2

2.20.4 NOA Generation Conditions

1. Add Time on Aid Grant Reduction Reason Fragment Generation

This new Fragment will generate for CalWORKs program post 60th month time limit (i.e., countable time limit months > 60 months) when a Timed-out participant, **timed out on or after the 05/01/2022 i.e., person previously had the reason 'CW Time Limit': set on or after 05/01/2022 benefit month.** becomes eligible to receive aid as they meet an extender criterion for extended aid.

Action Fragment: CW_CH_ACTION6 (Fragment ID: 4072)

Message Fragment:

New message added as part of the recommendation 2.13

Regulations Fragment: REGULATIONS_SECTION (Fragment ID: 1308)

Budget Fragment: NA 1239 SAR

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: No

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Ordering on the NOA: Action Fragment will be the first fragment to populate on the NOA followed by this reason, message, regulations, NA 1239 SAR Budget, the months that did not count and the CW 2184 form.

2. Fragments being replaced by this new fragment

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6426	CW_CH_TL_48_EXTEND_TIME_OUT_PARTICIPANT_A977

2.21 Add to Time on Aid NOA (M40-107K)

2.21.1 Overview

Create a new Time on Aid NOA (M40-140K) to reflect the 60 MTC changes.

Known County NOA: Derived from M40-107K

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Change Action

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.21.2 Form Verbiage

Add new Time On Aid 60 Months Grant Increase Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid 60 Months Grant Increase Reason XDP.

Description	Text
<Static_ Section>	On <EffectiveChangeDate>, the county determined that you, <Person> used your total 60 months of CalWORKs cash aid. You can now get cash aid because:

<Dynamic Section1>	The county has received child support that has repaid some months of aid.
<Dynamic_ Section2>	You have paid back an overpayment that has repaid some months of aid.
<Static Section>	You will get cash aid for <AdditionalCount> more months. The months that did not count toward the CalWORKs 60-month time limit are listed on the next page.

Add Dynamic Section to the Grant Reduction Change Fragment:

This new fragment will have a dynamically generated section (DYNAMIC SECTION 1.2). The trigger conditions for these dynamic sections are listed below.

2.21.3 Form/NOA Variable Population

1. Add Time On Aid Time On Aid beyond 60 months Fragment Variable Population

Variable Name	Population	Formatting
<EffectiveChange Date>	The begin date of the 60 th countable month Format: MM/DD/YYYY	Arial Font 10
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<AdditionalCount>	The additional number of months for which the person could get time limit for.	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Beyond 60 months Fragment is generated on the NOA:

Regulations: 40-107(a)(4)(H), 42-302.1, 42-302.11, 42-302.2, 42-302.21 and All County Letter No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Beyond 60 months Reason Fragment.

NOA Reference on Document List Page: NOA - CW - Aid:>60Mnths

NOA Title: CALWORKS CHANGE

NOA Footer: M40-107K

2.21.4 NOA Generation Conditions

1. **Add Time on Aid Grant Reduction Reason Fragment Generation**

Trigger for ongoing CalWORKs cases when a Time Limit participant timed out his/her 60 countable month(s) **on or after 05/01/2022** and is now eligible for additional months of aid. Refer to Dynamic Fragment Section Generation section for generation conditions.

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Action Fragment: CW_CH_ACTION1 (Fragment ID: 4032)

Message Fragment:

New message added as part of the recommendation 2.13

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: No

Ordering on the NOA:

Action Fragment will be the first fragment to populate on the NOA followed by this reason, message, regulations, NA 1239 SAR Budget, the months that did not count and the CW 2184 form.

2. **Dynamic Fragment Section Generation**

Dynamic Section1 – Populate this section when there are Child Support exempt months and the Person had the role reason of 'CW Time Limit' (CT73_AA) in the prior EDBC **and the prior EDBC was run for the benefit month 05/2022 or later**, there are no extenders in the current EDBC, and the person is active in the current EDBC.

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Add Addendum 1 - Turn on Addendum 1 on the new Time Limit NOA Template when Dynamic Section1 generates and there was no previous Time Limit NOA for the person.

Add Addendum 2 - Turn on Addendum 2 on the new Time Limit NOA Template when Dynamic Section1 generates on the NOA and a previous Time Limit NOA exists for the person.

Dynamic Section2 – Populate this section when there are Overpayment exempt Months and the Person had the role reason of 'CW Time Limit' (CT73_AA) in the prior EDBC **and the prior EDBC was run for the benefit month 05/2022 or later**, there are no extenders in the current EDBC, and the person is active in the current EDBC.

Note: Time Limit Exception Type Code for overpayment repaid is CT842_07

Note – No Addendum will be turned on if Dynamic Section 2 is being populated on the NOA

3. **Fragments being replaced by this new fragment**

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
6439	CW_CH_TL_CS_INCR_GRANT_TIME_ADJUST_A982
6440	CW_CH_TL_OVERPAY_INCR_GRANT_A983

2.22 Add to Time on Aid NOA (M40-107J1)

2.22.1 Overview

Create a new Time on Aid NOA (M40-140J1) to reflect the 60 MTC changes.

Known County NOA: Derived from M40-107J1

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Approval

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.22.2 Form Verbiage

Add new Time On Aid 60 Months Approval Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid 60 months Approval.

Description	Text
Reason 1	You have a condition that meets the rule to get cash aid after your 60-month limit. Your condition may be reviewed again to determine if you can continue to get aid.
Reason 2	The county has received child support that has repaid some of your months on aid.
Reason 3	You have paid back an overpayment that has repaid some of your months on aid.
Reason 4	The county has received child support that has repaid some of your months on aid.

	<p>More information about your cash aid:</p> <p>The cash aid payment for your first month of aid is only for a part of a month. It is for the time from your first day of cash aid, shown above, through the end of the month. If nothing changes, next month's cash aid will be for a full month.</p>
Reason 5	<p>You have paid back an overpayment that has repaid some of your months on aid.</p> <p>More information about your cash aid:</p> <p>The cash aid payment for your first month of aid is only for a part of a month. It is for the time from your first day of cash aid, shown above, through the end of the month. If nothing changes, next month's cash aid will be for a full month.</p>

2.22.3 Form/NOA Variable Population

1. **Variable Population**

These reason does not have any variable population associated to them.

2. **Add regulations**

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Beyond 60 months Fragment is generated on the NOA:

Regulations: 40-171.2, 40-129, 42-302.1, 42-302.11-.12, 42-302.2-.21, 44-315, 44-317, 82-510.4, and ACL No. 20-113

3. **Add NOA Title and Footer Reference for new Reason**

The following are the references that will be included for the new Time on Aid 60 months Approval Reason Fragment.

NOA Reference on Document List Page: NOA - CW - Aid:>60Mnths

NOA Title: CALWORKS APPROVAL

NOA Footer: M40-107J1

2.22.4 NOA Generation Conditions

1. **Add Time on Aid Grant Reduction Reason Fragment Generation**

Trigger for CalWORKs cases during Approvals or restorations when a Time Limit participant is timed out for 60 countable month(s) but is approved for additional months for any exceptions. Refer to Reason Fragment Generation Conditions table below for generation conditions.

Reason	Generation Conditions
--------	-----------------------

Reason 1	Trigger on CalWORKs case when a timed-out applicant's case is approved because the participant has met a condition (also known as Extenders-for example "a person aged 60 or older) that meets the 60 th time limit aid rule.
Reason 2	Trigger on CalWORKs case where a timed-out applicant's case is approved for non-prorated months because the County has received Child Support payment that is enough to repay one or more months of aid.
Reason 3	Trigger for CalWORKs case where a timed-out applicant is approved for non-prorated months due to an overpayment that has repaid months on aid. Note: Time Limit Exception Type Code is CT842_07
Reason 4	Trigger on approve CalWORKs case for prorated months at Intake or restoration where 60 months timed out participant is now eligible due to the repayment of aided months by child support.
Reason 5	Trigger for CalWORKs cases where a timed-out applicant is approved for prorated months due to an overpayment that has repaid months on aid.

Reason Fragment Generation Conditions

Action Fragment: CW_AP_ACTION7(Fragment ID: 4076)

Message Fragment:

New message added as part of the recommendation 2.13

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: No

Ordering on the NOA:

Action Fragment will be the first fragment to populate on the NOA followed by this reason, message, regulations, NA 1239 SAR Budget, and the CW 2184 form.

2. Fragments being replaced by this new fragment

Following are the fragments that are getting replaced by this new fragment

Fragment ID	Fragment Name
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6433	CW_AP_TL_PARTICIPANT_MET_CONDITION_A987
6434	CW_AP_TL_CS_REPAID_A988
6435	CW_AP_TL_OVERPAY_REPAID_APPROVED_A989
6437	CW_AP_TL_REPAID_CS_PRORATE_APPROV_AFTER_48_A991
6438	CW_AP_TL_REPAID_OVERPAY_PRORATE_AP_AFTER_48_A992

2.23 Add new Time on Aid NOA (M40-107A)

2.23.1 Overview

Create a new Time on Aid NOA (M40-107A) to reflect the 60 MTC changes.

Known County NOA: M40-107A

NOA Template: New Template added in Rec 2.12

Program(s): CalWORKs

Action Type: Informational

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: CW 2184 (04/2021)

Languages: English

Note: Threshold will be added with SCR CA-233816

2.23.2 Form Verbiage

Add new Time On Aid Approval/Information Fragment XDP

Add a new CalWORKs NOA Reason for Time On Aid change during Intake or redetermination.

Description	Text
<Static_ Section>	As of <EffectiveChangeDate1>, the County has determined that you, <Person> have used <LifetimeMonths> months of your lifetime 60-month time limit of CalWORKs cash aid. Here's why: You got CalWORKs:

	<p>from <PeriodReceivedAid> = <PeriodTotalNumberMonths> months.</p> <p>Subtotal = <PeriodSubtotalMonths> months.</p> <p>Month(s) that did not count. -</p> <p><ExemptionMonthsNotCounted> month(s).</p> <p>Total number of months used = {TotalMonthsUsed} month(s).</p> <p>If you were exempt, the month(s) did not count toward the CalWORKs 60-month time limit. These months are listed on the next page</p>
<Dynamic Section1>	<p>The list on the next page includes months that are exempt due to child support collection. The last page(s) shows how child support was applied to exempt month(s).</p> <p>You may also have months that are exempt because of child support collection. If you do, these months will be included in your next notice.</p>
<Dynamic_ Section2>	No child support was collected for children in your AU.

Add Dynamic Section to the Approval/Information Fragment:

This new fragment will have a dynamically generated section (DYNAMIC SECTION 1,2). The trigger conditions for these dynamic sections are listed below.

2.23.3 Form/NOA Variable Population

1. Add Time On Aid Change Grant Reduction Fragment Variable Population

Variable Name	Population	Formatting
<EffectiveChange Date1>	The date when the NOA is getting generated Format: MM/DD/YYYY	Arial Font 10
<Person>	Populate with the Person's Name (First Name and Last Name)	Arial Font 10
<LifetimeMonths>	Number of Time Limit Months used as of the NOA generation.	Arial Font 10
<Period ReceivedAid>	<Time limit period begin month and year> to <Time limit period end month and year> Format: MM/YYYY to MM/YYYY	Arial Font 10

	<p>Note: This section will be iterated based on the number of active time limit periods. For Example: If there are multiple time limit periods, the population will look like below From 01/2021 to 04/2021 =4 month(s) From 07/2021 to 08/2021 = 2 months</p>	
<PeriodTotalNumberMonths>	Populate the number of months within the time limit period. Note: Refer to the example mentioned in the <PeriodReceivedAid> population.	Arial Font 10
<PeriodSubtotalMonths>	Populate the sum of all the <PeriodTotalNumberMonths>	Arial Font 10
<ExemptionMonthsNotCounted>	Populate the number of months that are either uncountable or exempt.	Arial Font 10
<TotalMonthsUsed>	Difference of <PeriodSubtotalMonths> and <ExemptionMonthsNotCounted>	Arial Font 10

Variables Requiring Translations: N/A

2. Add regulations

This fragment has associated regulations. The following Regulations will be added when the Time on Aid Grant Reduction Fragment is generated on the NOA:

Regulations: 40-107(a)(4), 42-302, 42-302.21, 42-712 and All County Letter No. 20-113

3. Add NOA Title and Footer Reference for new Reason

The following are the references that will be included for the new Time on Aid Information Reason Fragment.

NOA Reference on Document List Page: NOA - CW - BC - Aid:60Mnths

NOA Title: CALWORKS INFORMATIONAL NO CHANGE

NOA Footer: M40-107A

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2.23.4 NOA Generation Conditions

1. Add Time on Aid Informational Reason Fragment Generation

This new Fragment will generate for a CalWORKs program at Intake or at Redetermination (irrespective of the person's status) if a previous Time Limit NOA was not sent to a participant and the number of Time Limit

months used are between 1 month and 12 months. This fragment will generate although the person gets denied/discontinued.

Action Fragment: This reason will not have an associated Action Fragment.

Message Fragment:

New message added as part of the recommendation 2.13

Regulations Fragment: REGULATIONS_SECTION (Fragment ID: 1308)

Budget Fragment: N/A

New NOA Template: Yes

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

New Forms/NOAs Generated with this NOA: N/A

Ordering on the NOA: This fragment will be the first fragment to populate on the NOA followed by the message, regulation, the months that did not count and the CW 2184 form.

2. **Dynamic Fragment Section Generation**

Dynamic Section1 – Populate this section when there are month(s) that are exempt from the CW 60-month TL due to Child Support collection. i.e., Child Support Exempt months are not Zero.

Add Addendum 1 - Turn on Addendum 1 on the new Time Limit NOA Template when Dynamic Section1 generates and there was no previous Time Limit NOA for the person.

Dynamic Section2 – Populate this section when there are month(s) that are exempt from the CW 60-month TL and Child Support exemption do not apply. i.e., Child Support Exempt months are Zero

Note – No Addendum will be turned on if Dynamic Section 2 is being populated on the NOA.

2.24 Update logic to store Time Limit NOA Details

2.24.1 Overview

The information of the Time Limit NOA sent date and the time limit months exhausted as of the Time Limit NOA sent date should be stored in the backend (database). This information will be used to populate some variables on the Time Limit Notices.

2.24.2 Description of Change

Update the logic which stores the Time Limit NOA sent date and the months exhausted as of the Time Limit NOA sent date in the backend(database).

Technical Details:

- Create a new record in the TIME_LIMIT table if there was no previous Time Limit NOA sent for the participant.
PERS_ID – Person’s ID
LAST_NOTIF_DATE – The date NOA is being generated
MOS_LAST_COUNT_NUM – Number of Time Limit months exhausted as of NOA generation date.
- Update the record in the TIME_LIMIT table if there exists a record for the person already.
LAST_NOTIF_DATE – Update this column of the person ID with the latest Time Limit NOA generation date
MOS_LAST_COUNT_NUM – Update this column with the latest number of months exhausted as of the NOA generation date.

2.25 Update logic to not suppress generic Approval NOA

2.25.1 Overview

The current logic suppresses the generic approval NOA i.e., CW_AP_CW_APPROVED_A900 if the EDBC results in the generation of any other NOA.

2.25.2 Update to Generic Approval NOA logic

This effort is to update the generic approval NOA(CW_AP_CW_APPROVED_A900) suppression logic to generate the generic approval NOA along with any Time Limit NOA that gets generated as per the respective trigger conditions listed in this SCR.

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment
1.	Client Correspondence	CW 2166 Form	CW2166_EN.pdf

2.	Client Correspondence	CW 2184 Form	CW 2184.pdf
3.	Client Correspondence	CW 2186A Form	CW 2186A.pdf
4.	Client Correspondence	CW 2186B Form	CW 2186B.pdf
5.	Client Correspondence	CW 2187 Form	CW 2187.pfd
6.	Client Correspondence	CW 2190A Form	CW 2190A.pdf
7.	Client Correspondence	CW 2190B Form	CW 2190B.pdf
8.	Client Correspondence	FSP 2 Form	FSP 2.pdf
9.	Client Correspondence	WTW 5 Form	WTW 5.pdf
10.	Client Correspondence	Template Variable Population List	Template Variable Population List.xlsx
11.	Client Correspondence	Obsolete Fragments	Obsolete Fragments.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.1	<p>The LRS shall automatically generate the following correspondence online or in the batch process, as a result of individual and/or case action initiated by the LRS or by COUNTY-specified Users, except when exempt due to program requirements:</p> <ul style="list-style-type: none">a. Adverse notices (includes: decrease, collection, denial, or termination of benefits);b. Non-adverse notices (includes: approval, increase in benefits, no change, and rescission); andc. Non-approval notices (includes: cancellation, withdrawal, informational, and benefit issuance).	<p>Forms and NOAs which were updated as part of the associated ACLs are being added to the system as part of this SCR.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-226839

External Party Access IVR

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Farhat Ulain
	Reviewed By	Matthew Lower

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/03/2021	1.0	Initial Revision	Farhat Ulain
02/21/2022	2.1	Content Revision-Online; Updated Recommendations for the online Pages	Farhat Ulain
02/21/2022	2.1	Content Revision-Correspondence; Updates to variable population logic in section 2.7.3.	Phong Xiong

Table of Contents

1	Overview	5
1.1	Current Design.....	5
1.2	Requests.....	5
1.3	Overview of Recommendations.....	5
1.4	Assumptions	5
2	Recommendations.....	6
2.1	Resource Detail	6
2.1.1	Overview	6
2.1.2	Resource Detail Page – Mockups	6
2.1.3	Description of Change.....	7
2.1.4	Page Location	8
2.1.5	Security	8
2.1.6	Page Mapping.....	8
2.1.7	Page Usage/Data Volume Impact.....	8
2.2	Foster Care Resource Detail.....	8
2.2.1	Overview	8
2.2.2	Foster Care Resource Detail Page – Mockups.....	9
2.2.3	Description of Change.....	9
2.2.4	Page Location	10
2.2.5	Security	10
2.2.6	Page Mapping.....	10
2.2.7	Page Usage/ Data Volume Impact.....	10
2.3	Money Management Resource Detail.....	11
2.3.1	Overview	11
2.3.2	Money Management Resource Detail Page – Mockups.....	11
2.3.3	Description of Change.....	12
2.3.4	Page Locations	12
2.3.5	Security Update	12
2.3.6	Page Mapping.....	12
2.3.7	Page Usage/Data Volume Impacts	13
2.4	Approved for County Use List.....	13
2.4.1	Overview	13

2.4.2	Mockups	13
2.4.3	Description of Change	14
2.4.4	Page Locations	15
2.4.5	Security Update	15
2.4.6	Page Mappings	15
2.4.7	Page Usage/Data Volume Impacts	15
2.5	External Party Access IVR	15
2.5.1	Overview	15
2.5.2	Description of Changes	15
2.6	IVR Authentication Sweep	16
2.6.1	Overview	16
2.6.2	Description of Change	16
2.6.3	Execution Frequency.....	16
2.6.4	Key Scheduling Dependencies	16
2.6.5	Counties Impacted	16
2.6.6	Data Volume/Performance.....	16
2.6.7	Failure Procedure/Operational Instructions.....	16
2.7	Adding New CSF 181 – New Case IVR PIN Letter for External Party Access Form Recommendation	17
2.7.1	Overview	17
2.7.2	Form Verbiage	17
2.7.3	Form Variable Population	17
2.7.4	Form Generation Conditions	20
2.8	Adding New NOA Date Only Header Fragment Recommendation	21
2.8.1	Overview	21
2.8.2	Header Verbiage.....	22
2.8.3	Header Variable Population.....	22
3	Supporting Documents	23
4	Project Requirements	23

1 OVERVIEW

The Interactive Voice Response (IVR) PIN is used to authenticate a person in the IVR system. IVR allows Organizations/Resources to interact with callers through a series of automated menus and enabling the customer to self-serve for faster resolution. Through IVR flow, the customer may choose to record their voices for future authentication. This voice authentication can be used instead of a password, or Personal Identification Number (PIN).

1.1 Current Design

In the CalSAWS, only the Case Person has access to Interactive Voice Response (IVR) and they can call in using their voice as a password or the Personal Identification Number (PIN). Therefore, IVR PIN is only being displayed in Contact Detail page with the case person's information.

This functionality does not currently exist in the IVR. External parties currently do not have a separate phone number to call to be connected to the correct county IVR.

1.2 Requests

Add 'IVR PIN' field and a 'Reset PIN' button next to it in Resource Detail page, Foster Care Resource Detail page, and Money Management Resource Detail page.

Add the new PIN Letter for External Party Access.

Create call flow in Amazon Connect platform for customer Service Center solution to allow authorized external parties (CBO's, other Providers, County Agencies) to call a specific phone number, authenticate with a PIN, and be transferred to the call's destination County agent.

1.3 Overview of Recommendations

1. Modify Resource Detail page, Foster Care Resource Detail page and Money Management Resource Detail page to add 'IVR PIN' field label and a 'Create PIN' or a 'Reset PIN' button underneath.
2. Add 'IVR PIN Access' field and a dropdown to the Approved for County Use List page.
3. Add the new CSF 181 – PIN Letter for External Party Access to CalSAWS.
 - a. A new form/hoa header will be implemented to be used for the CSF 181.
4. Configure External Party Access call flow in the AWS connect platform.

1.4 Assumptions

1. Fields not modified within the description of changes will retain their current functionality.
2. The CSF 181 will not be implemented into the Template Repository.

3. CBO's that do not enter their PIN will show as "Unauthenticated" in the CCP Screen pop.
4. All counties will have one common phone number for External party to call into the IVR.
5. Each county will have separate queues for calls transferred from EPA.
6. EPA will only support English language.
7. EPA calls will be prioritized over regular IVR calls to the county, prioritization will be added at the contact flow level.
8. Since multiple forms can be generated in a single day for a single organization/resource, the worker will have to cancel any form with prior generated PINs if resetting the PIN more than once the same day.

2 RECOMMENDATIONS

2.1 Resource Detail

2.1.1 Overview

Modify Resource Detail page to add 'IVR PIN' field and a 'Create PIN'/'Reset PIN' button underneath.

2.1.2 Resource Detail Page – Mockups

The mockup shows a 'Resource Detail' form with the following elements:

- Title:** Resource Detail
- Legend:** *- Indicates required fields
- Buttons:** Save, Cancel
- Section: Basic Information**
 - ID:** 940000011
 - Status: *** Active (dropdown menu)
 - IVR PIN:** Create PIN (button)
 - Name: *** CENTER FOR COMMUNITY AND FAMILY SERVICES (text input)
 - Payee Name: *** CENTER FOR COMMUNITY AND FAMILY SERVICES (text input)
 - eCAPS Vendor Number:** (empty text input)
- Section: Resource Access**
 - Table:**

Active Directory Id	Name
No data found	
 - Add:** (button)

Figure 2.1.2-1 – Resource Detail Page-Create PIN

Resource Detail
*- Indicates required fields

Save Cancel

Basic Information

ID: 940000011 Status: * Active IVR PIN: Reset PIN

Name: * CENTER FOR COMMUNITY AND FAMILY SERVICES Payee Name: * CENTER FOR COMMUNITY AND FAMILY SERVICES IVR PIN Updated On: 04/17/2020 03:39:17 PM

eCAPS Vendor Number:

Resource Access

Active Directory Id	Name
No data found	

Add

Figure 2.1.2-2 – Resource Detail Page-Reset PIN

2.1.3 Description of Change

1. Add 'IVR PIN' field to Resource Detail page.
2. Add a 'Create PIN' button underneath the 'IVR PIN' field.
 - a. When a new Resource is added and the Resource Detail page doesn't have an IVR pin, a 'Create PIN' button will be displayed right underneath the 'IVR PIN' field.
 - i. Once the user clicks on the 'Create PIN' button, the 'Create PIN' button will be replaced with the text 'Pending'. After saving the record, an 8 digit unique PIN will be generated and assigned to the resource, and the 'Create PIN' button will be replaced with 'Reset PIN' button.
 - b. When the Resource Detail page has an IVR PIN generated, a 'Reset PIN' button will be displayed underneath the 'IVR PIN' field.
 - i. Clicking on the 'Reset PIN' button will reset the previously generated IVR PIN with a new set of 8 digit number once user clicks on SAVE button.
3. The 'IVR PIN' field and the 'Create PIN' button will be displayed in Create and Edit mode and the 'Reset PIN' button will be displayed only in Edit mode.
4. IVR PIN number will not be displayed in the Resource Detail page.
5. Add the 'IVR PIN Updated On' field in the Resource Detail page as displayed in the figure 2.1.2.-2.
 - a. This field will be displayed once the IVR PIN exists. This field will be displayed only in Edit mode.

b. This field will display the date and time the IVR PIN was updated, formatted as <MM/DD/YYYY HH:MM:SS AM/PM>.

2.1.4 Page Location

- **Global:** Resource Databank
- **Local:** Resources
- **Task:** Resource Detail

2.1.5 Security

N/A

2.1.6 Page Mapping

Update page mapping for the new field.

2.1.7 Page Usage/Data Volume Impact

N/A

2.2 Foster Care Resource Detail

2.2.1 Overview

Modify Foster Care Resource Detail page to add 'IVR PIN' field and a 'Create PIN'/'Reset PIN' button underneath.

2.2.2 Foster Care Resource Detail Page – Mockups

The screenshot shows the 'Foster Care Resource Detail' page in the CalSAWS system. The page is titled 'Foster Care Resource Detail' and includes a sidebar with navigation options like 'Foster Care Resource Search', 'Foster Care Resource Information', and 'Vendor Information'. The main content area displays a form for resource details. At the top right of the form, there are 'Save' and 'Cancel' buttons. Below the form title, a note states '*- Indicates required fields'. The form fields include: ID (2899353754), Vendor Type (Business), CWS/CMS Vendor Number (566398), IVR PIN (with a 'Create PIN' button), Resource Name (Extraordinary Families), Payee Name (Extraordinary Families), Category (Foster Care), Secondary Payee, eCAPS Vendor Number, Previous Name, and Use Between Payees (dropdown menu).

Figure 2.2.2-1 – Foster Care Resource Detail Page-Create PIN

This screenshot shows the same 'Foster Care Resource Detail' page, but with the 'Reset PIN' button instead of 'Create PIN' next to the IVR PIN field. The 'IVR PIN Updated On' field now displays the date and time '04/17/2020 03:39:17 PM'. All other form fields and the sidebar navigation remain the same as in the previous mockup.

Figure 2.2.2-2 – Foster Care Resource Detail Page-Reset PIN

2.2.3 Description of Change

1. Add 'IVR PIN' field to Foster Care Resource Detail page.
2. Add a 'Create PIN' button beneath the 'IVR PIN' field.
 - a. When a new Foster Care Resource is added and the Foster Care Resource Detail page doesn't have an IVR pin, a 'Create PIN' button will be displayed right underneath the 'IVR PIN' field.

- i. Once user clicks on 'Create PIN' button, the 'Create PIN' button will be replaced with the text 'Pending'. After saving the record, an 8 digit unique PIN will be generated and assigned to the resource, and the 'Create PIN' button will be replaced with 'Reset PIN' button.
 - b. When the Foster Care Resource Detail page has an IVR pin number generated, a 'Reset PIN' button will be displayed underneath the 'IVR PIN' field.
 - i. Clicking on 'Reset PIN' button will reset the previously generated IVR pin with a new set of 8 digit number once user clicks on SAVE button.
- 3. The 'IVR PIN' field and the 'Create PIN' button will be displayed in Create and Edit mode. The 'Reset PIN' button will be displayed only in Edit mode.
- 4. IVR PIN number will not be displayed in the Foster Care Resource Detail page.
- 5. Add the 'IVR PIN Updated On' field in the Foster Care Resource Detail page as displayed in the figure 2.2.2.-2.
 - a. This field will be displayed once the IVR PIN exists. This field will be displayed only in Edit mode.
 - b. This field will display the date and time the IVR PIN was updated, formatted as <MM/DD/YYYY HH:MM:SS AM/PM>.

2.2.4 Page Location

- **Global:** Resource Databank
- **Local:** Foster Care
- **Task:** Foster Care Resource Information

2.2.5 Security

N/A

2.2.6 Page Mapping

Update page mapping for the new field.

2.2.7 Page Usage/ Data Volume Impact

N/A

2.3 Money Management Resource Detail

2.3.1 Overview

Modify Money Management Resource Detail page to add 'IVR PIN' field and a 'Create PIN'/'Reset PIN' button underneath.

2.3.2 Money Management Resource Detail Page – Mockups

The screenshot shows the CalSAWS interface for the 'Money Management Resource Detail' page. The page title is 'Money Management Resource Detail'. A sidebar on the left contains navigation links: Money Management, Resource Search, Money Management Resource Information, Vendor Information, Approved for County Use, County Impact List, and Notification List. The main content area includes a header with 'Los Angeles STG1' and a navigation bar with tabs: Case Info, Eligibility, Empl. Services, Child Care, Resource Databank (selected), Fiscal, Special Units, Reports, Client Corresp., and Admin Tools. Below the navigation bar, there are buttons for 'Save' and 'Cancel'. A note states '*- Indicates required fields'. The 'Basic Information' section contains the following fields: ID (2899324899), IVR PIN (with a 'Create PIN' button), Name (A & J Social Services, LLC), Payee Name (A & J Social Services, LLC), Category (Money Management), and Type (Other). The eCAPS Vendor Number field is also present.

Figure 2.3.2-1 – Money Management Resource Detail Page-Create PIN

The screenshot shows the CalSAWS interface for the 'Money Management Resource Detail' page, similar to the previous one but with the 'Reset PIN' button. The page title is 'Money Management Resource Detail'. The sidebar and navigation bar are the same. The 'Basic Information' section now includes an 'IVR PIN Updated On' field with the value '04/17/2020 03:39:17 PM'. The 'IVR PIN' field has a 'Reset PIN' button instead of 'Create PIN'. The 'Name' and 'Payee Name' fields are both 'A & J Social Services, LLC'. The 'Category' is 'Money Management' and the 'Type' is 'Other'. The eCAPS Vendor Number field is also present.

Figure 2.3.2-2 – Money Management Resource Detail Page-Reset PIN

2.3.3 Description of Change

1. Add 'IVR PIN' field to Money Management Resource Detail page.
2. Add a 'Create PIN' button beneath the 'IVR PIN' field label.
 - a. When a new Money Management Resource is added and the Money Management Resource Detail page doesn't have an IVR pin, a 'Create PIN' button will be displayed right underneath the 'IVR PIN' field.
 - i. Once the user clicks on 'Create PIN' button, the 'Create PIN' button will be replaced with the text 'Pending'. After Saving the record, an 8 digit unique PIN will be generated and assigned to the resource, and the 'Create PIN' button will be replaced with 'Reset PIN' button.
 - b. When the Money Management Resource Detail page has an IVR pin number generated, a 'Reset PIN' button will be displayed underneath the 'IVR PIN' field.
 - i. Clicking on 'Reset PIN' button will reset the previously generated IVR pin with a new set of 8 digit number once user clicks on SAVE button.
3. The 'IVR PIN' field and the 'Create PIN' button will be displayed in Create and Edit mode and the 'Reset PIN' button will be displayed only in Edit mode.
4. IVR PIN number will not be displayed in the Money Management Resource Detail page.
5. Add the 'IVR PIN Updated On' field in the Money Management Resource Detail page as displayed in the figure 2.3.2.-2.
 - a. This field will be displayed once the IVR PIN exists. This field will be displayed only in Edit mode.
 - b. This field will display the date and time the IVR PIN was updated, formatted as <MM/DD/YYYY HH:MM:SS AM/PM>.

2.3.4 Page Locations

- **Global:** Resource Databank
- **Local:** Money Management
- **Task:** Money Management Resource Information

2.3.5 Security Update

N/A

2.3.6 Page Mapping

Update page mapping for the new field.

2.3.7 Page Usage/Data Volume Impacts

N/A

2.4 Approved for County Use List

2.4.1 Overview

The Approved for County Use List page allows the User to add, edit and view a Resource's approval status. This page maintains a historical record of statuses for a Resource. This change will add the 'IVR PIN Access' field to the page to maintain IVR pin access for the resources.

2.4.2 Mockups

2.4.2.1 Approved for County Use List - Resources

The screenshot displays the 'Approved for County Use List' interface. At the top, there is a title and a legend indicating that an asterisk (*) denotes required fields. Two buttons, 'Save' and 'Cancel', are positioned in the upper right corner. Below this is a table with the following data:

Approved	IVR PIN Access	Comments	Date	User
Yes	Yes		10/06/2021	587177

Below the table is a section titled 'Change Approval for Resource to'. It contains three fields: 'Approved: *' with a dropdown menu set to 'Yes', 'IVR PIN Access: *' with a dropdown menu set to 'No', and 'Date:' with the value '02/17/2022'. A 'Comments:' label is followed by a large text input area. At the bottom right of this section are 'Save' and 'Cancel' buttons.

Figure 2.4.2.1-1 – Approved for County Use List Page – Resources

2.4.2.2 Approved for County Use List – Foster Care

Approved for County Use List

* - Indicates required fields

Save Cancel

Approved	IVR PIN Access	Suspended	Placement Verification Required	Comments	Date	User
Yes	Yes	No	Yes		02/17/2022	1054128
No			Yes		02/10/2022	1054128
Yes	No	No	Yes		02/10/2022	1054128

Change Approval for Resource to

Approved: * IVR PIN Access: * Date: 02/17/2022

Suspended: * Placement Verification Required: *

Comments:

Save Cancel

Figure 2.4.2.2-1 – Approved for County Use List Page – Foster Care

2.4.3 Description of Change

1. Add 'IVR PIN Access' field and a dropdown to the Approved for County Use List Page.
 - a. The dropdown will have the following values:
 - Yes
 - No
 - b. It will be a dynamic field and will be displayed only if the user selects 'Yes' in the 'Approved' field.
 - c. It will be a required field.
 - d. This field will be defaulted to 'No'.
 - e. If a county opts-in and select 'Yes' in the 'IVR PIN Access' field, then the resource belongs to the county will have the access to the IVR PIN.
2. Add a column 'IVR PIN Access' to the top section of the page as displayed in the figure 2.4.2.1-1 and 2.4.2.2-1.
 - a. This column will save the value that is added to the 'IVR PIN

Access' dropdown previously, in the 'Change Approval for Resource to' section of the page

Note: If a county opts-out and select 'No' in the 'IVR PIN Access' field, then the resource belongs to the county will not have access to the IVR PIN.

All prior resources those are approved will have a default value 'No' in the 'IVR PIN Access' column.

Resources those are not approved, the 'IVR PIN Access' column will be blank for them.

2.4.4 Page Locations

- **Global:** Resource Databank
- **Local:** Resources
- **Task:** Approved for County Use

2.4.5 Security Update

N/A

2.4.6 Page Mappings

Update page mapping for the new field.

2.4.7 Page Usage/Data Volume Impacts

N/A

2.5 External Party Access IVR

2.5.1 Overview

External Party calls a specific phone number, then enters a PIN to authenticate. Once authenticated the call is routed to the destination county agent for further assistance.

2.5.2 Description of Changes

Implement External party access IVR call flow in AWS connect. Add authentication PIN management in CalSAWS application.

When an external party calls the phone number, the caller is prompted to enter a PIN to authenticate. When the caller authenticates, the caller is

prompted to enter or say the county name or the two-digit county code of the case they are calling about. After the caller enters the county code, the call is then transferred to the destination county.

External party calls will also have a route to callers who are unable to authenticate in the IVR. The caller will still be prompted to enter or say the county name or the two-digit county code. After the caller enters the county code, the call is then transferred to the destination county.

The county must have dedicated queues to service External party calls. Routing profiles are created for such queues and agents are assigned to the routing profiles to service both authenticated and unauthenticated external party calls. County to configure separate routing profiles for External Party calls.

For Non-CSC counties, the IVR phone number will be played back to the external party.

2.6 IVR Authentication Sweep

2.6.1 Overview

2.6.2 Description of Change

Update IVR_LOGIN_AGGR table to include a reference to the CalSAWS table that stores the authorized representative.

Update batch job PB00V500 to include primary key id for the table that stores the authorized representative which IVR will consume.

2.6.3 Execution Frequency

2.6.4 Key Scheduling Dependencies

2.6.5 Counties Impacted

All Counties

2.6.6 Data Volume/Performance

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 Adding New CSF 181 – New Case IVR PIN Letter for External Party Access Form Recommendation

2.7.1 Overview

The CSF 181 – New Case IVR PIN Letter for External Party Access form is used to inform the Resources (External Parties) of their PIN for the IVR system to call in and retrieve information.

State Form: N/A – Non-State Form

Programs: N/A – Non-Program Specific Form

Attached Forms: None

Forms Category: Forms

Template Repository Visibility: N/A

Languages: English

2.7.2 Form Verbiage

Create Form XDP

A new XDP will be created for the CSF 181 – New Case IVR PIN Letter for External Party Access form.

Form Header: New header from section 2.7.

Form Title (Document List Page Displayed Name): New Case IVR PIN Letter for External Party Access

Form Number: CSF 181 (01/2022)

Include NA Back 9: No

Imaging Form Name: PIN Letter for External Party Access

Imaging Document Type: Interoffice Correspondence

Imaging Case/Person: N/A

Form Mockups/Examples: See supporting document #2

2.7.3 Form Variable Population

The new CSF 181 will require variable population logic for the header and body variables.

Form Header Variables:

Variable Name	Population	Formatting	Editable*/Field Type	Template Repository Population	Populates with Form Generation
Return Address	Populates with the address of the sending office *Determined based on login user	Arial Font Size 10	Yes/Text Field	No	Yes
County Of	Populates with the county <i>COUNTY_CODE</i> from <i>ADDR</i> table. Technical Note: <i>ADDR</i> table connects to <i>ORG</i> table through <i>ORG_ADDR</i> table. *Determined based on login user	Arial Font Size 10	Yes/Text Field	No	Yes
Date	Populates the current date	Arial Font Size 10	Yes/Date Field	No	Yes
Form Title	Populates with "New Case IVR PIN Letter for External Party Access"	Arial Font Size 10 – Bold	Yes/Text Field	No	Yes
Address	Mailing Address of the organization or resource (Displayed under "Address" in	Arial Font Size 10	Yes/Text Field	No	Yes

	each page described in sections 2.1-2.3.)				
--	---	--	--	--	--

Form Body Variables:

Variable Name	Population	Formatting	Editable*/Field Type	Template Repository Population	Populates with Form Generation
Organization Name	Populates with the name of the organization or resource <i>BUSINESS_NAME</i> from <i>ORG</i> table.	Arial Font Size 10	Yes/Text Field	No	Yes
PIN Number 1	Populates with the 8-digit PIN generate when "Create PIN" or "Reset PIN" buttons are clicked. See sections 2.1 – 2.3. <i>PIN_NUM_IDENTIF</i> from <i>IVR_ORG</i> table.	Arial Font Size 10	Yes/Numeric Field	No	Yes

PIN Number 2	Populates with the 8-digit PIN generate when "Create PIN" or "Reset PIN" buttons are clicked. See sections 2.1 – 2.3. <i>PIN_NUM_IDENTIF</i> from <i>IVR_ORG</i> table.	Arial Font Size 10	Yes/Numeric Field	No	Yes
-----------------	--	-----------------------	----------------------	----	-----

Note: PIN Number 1 and PIN Number 2 are the same PINs.

2.7.4 Form Generation Conditions

1. Add Form Generation

The form will generate any time a user creates and saves a new PIN from any of the following pages:

- Resource Detail Page, or
- Foster Care Resource Detail Page, or
- Money Management Resource Detail Page

Sections 2.1 – 2.3 has added a "Create PIN" and "Reset PIN" buttons. The form will generate any time either of those buttons are clicked and saved by the user to create a new PIN or reset their PIN.

Once the new PIN has been created and saved, the form will display only on the Distributed Documents page and when the "Search By:" field is set to "Resource" (please see image below).

Distributed Documents Search

*- Indicates required fields

Search By:
Resource

Resource Name: Resource ID: From: *

Document Name: Document Number: Program

2. Add Form Control

The form will have the following barcode:

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Due Date: N/A

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

Note: Customers with electronic communications will still receive a paper copy of this correspondence in the mail so that they are also provided a return envelope.

3. Add Form Print Options and Mailing Requirements

The form will have the following print options:

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

Mailing Requirements:

Mail-To (Recipient): Resource or organization selected from one of the pages in sections 2.1-2.3.

Mailed From (Return): Sending Office

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: None

Enclosures: None

Electronic Signature: No

CW/CF Electronic Signature (IVR/Text): No

Check to Sign: No

Post to Self Service Portal (SSP): No

2.8 Adding New NOA Date Only Header Fragment Recommendation

2.8.1 Overview

The new header is created to be used when a form header only requires the date to be populated. The new header is used when a form is not tied to a specific case or program.

Languages: English

2.8.2 Header Verbiage

Create Header XDP

A new XDP will be created for the CSF 181 – PIN Letter for External Party Access form. The new header will replicate the CalSAWS Standard Header (HEADER_1), with the following fields removed:

- Case Name
- Case Number
- Worker Name
- Worker ID
- Worker Phone Number
- Customer ID

Example:

COUNTY OF _____
Date: _____

New Case IVR PIN Letter for
External Party Access

2.8.3 Header Variable Population

The new CSF 181 will require variable population logic for the body variables.

Variable Name	Population	Formatting*
Form Name	Populates with the form title	Arial Font Size 10 - Bolded
County Of	Populates with the county name	Arial Font Size 10
Return Address	Populates with Mail-Back-To address	Arial Font Size 10
Address	Populates with the address of the recipient	Arial Font Size 10

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

Variables Requiring Translations: N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	AWS External Party Access IVR Detailed Call flow.	Visio diagram represents External Party Access call flow, AWS EPA IVR Detailed Call Flow.pdf	
2	Forms	CSF 181 Mockup	CSF181_EN.pdf

4 PROJECT REQUIREMENTS

REQ #	REQUIREMENT TEXT	How Requirement Met
DDID 2216	The CONTRACTOR shall configure the customer Service Center solution to allow authorized external parties (CBO's, other Providers, County Agencies) to call a specific phone number, authenticate with a PIN, and be transferred to the call's destination County agent. This solution will only support English.	Section 2.4.2
DDID 2725	The Contractor shall configure the External Party Access solution to include unique PINs, assigned and managed by the County in the CalSAWS Application to be used by the external parties for identification and authentication purposes.	Section 2.6

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-226844 | Enhanced Customer Control Panel

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Allen Garcia, Alex Haffalvi, Farhat Ulain, Amit Pandya
	Reviewed By	Kevin Hooke

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/14/2021	0.1	Initial Draft	Allen Garcia
02/07/2022	2.0	Content Revision 1	Kevin Hooke

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	5
2	Recommendations.....	5
	2.1 Create Enhanced CCP with CalSAWS Identify Provider Integration	5
	2.1.1 Overview	5
	2.1.2 Description of Changes	5
	2.2 Add Enhanced CCP to CalSAWS Application Navigation	6
	2.2.1 Overview	6
	2.2.2 Description of Change.....	6
	2.3 Customize Enhanced CCP.....	7
	2.3.1 Overview	7
	2.3.2 Description of Changes	7
	2.4 Configure Call Panel.....	20
	2.4.1 Overview	20
	2.4.2 Description of Change.....	20
	2.5 Enable CalSAWS Screen Pop	26
	2.5.1 Overview	26
	2.5.2 Description of Change.....	26
	2.6 Enable Downloading CCP Logs for Troubleshooting	27
	2.6.1 Overview	27
	2.6.2 Description of Changes	27
3	Supporting Documents	27
4	Requirements.....	28
	4.1 Project Requirements.....	28
5	Appendix.....	28

1 OVERVIEW

1.1 Current Design

CalSAWS/C-IV Contact Center Agents currently use two applications, the Default Customer Control Panel (CCP) which is a web-based application with limited functionality, and the Custom CCP which is a desktop client application. Both applications allow Contact Center Agents to accept inbound voice calls, place outbound voice calls, and conduct web chats with customers.

1.2 Requests

1. Replace the current Default CCP and Custom CCP applications with a single web-based solution which enables agents to access the application from either a County Office or remote location.
2. Combine features of both applications, the Default CCP and Custom CCP, into one single application.
 - a. Including a new Dashboard page that will allow the user to view historical statistics for past voice calls and view the Message of the Day.
3. Add a 'Call Control Panel' link in the CalSAWS Application that opens the CCP application for the user.

1.3 Overview of Recommendations

1. Create Enhanced CCP with CalSAWS Identify Provider Integration for the CalSAWS Contact Center Solution
2. Add Enhanced CCP to CalSAWS Application Navigation
3. Customize Enhanced CCP
 - a. Dashboard
 - b. Caller Profile
 - c. Agent Profile
 - d. Supervisor View
 - e. Live Chat (Web Chat)
 - f. Queue Statistics/Team Performance
 - g. Useful Links
 - h. Administration page
4. Configure Call Panel in Enhanced CCP
5. Enable CalSAWS Screen Pop for Incoming Calls
6. Enable downloading of CCP Logs for Troubleshooting issues

1.4 Assumptions

1. Agents will not be able to handle webchat calls if the county has not opted-into this feature.
2. Agents/workers will not have access to Supervisor features in the Enhanced CCP. Only staff rolled on as a Supervisor will see these features.
3. Quick Links will be defined at individual county sessions.
4. The Enhanced CCP has a minimum required internet bandwidth of 2 Mbps to support Supervisor features such as screen recording and call monitoring. Other core features such as placing and receiving calls require less bandwidth. It is assumed Agents using the Enhanced CCP while working from home have the minimum required bandwidth available to support all features.
5. The Enhanced CCP web application is only supported using the latest three versions of Google Chrome or Mozilla Firefox browsers.

2 RECOMMENDATIONS

2.1 Create Enhanced CCP with CalSAWS Identify Provider Integration

2.1.1 Overview

Enable the Enhanced CCP application to allow agents and supervisors in the CalSAWS Contact Center Solution to handle calls and view statistics. The Enhanced CCP will be integrated with the CalSAWS Identify Provider.

2.1.2 Description of Changes

Integrate the Enhanced CCP application with the CalSAWS Identity Provider to enable single-sign on (SSO). Create Enhanced CCP that is accessible from CalSAWS Application (See section 2.2) and designated URL.

2.1.2.1 Single Sign On

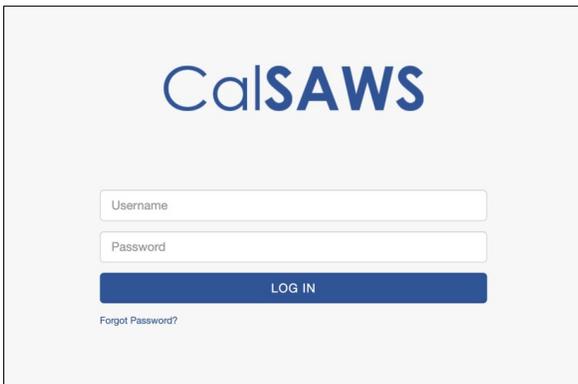
To access the Enhanced CCP application, the user must have one of the following roles assigned in the CalSAWS Application:

- CCP Agent
- CCP Supervisor

Users access the Enhanced CCP via the designated URL in their web browser or link in the CalSAWS Application (see section 2.2).

1. If the user has already logged on to the CalSAWS Application and their logon session is still active, they are redirected directly to the Enhanced CCP application and are not prompted to logon again.
2. If the user's logon session has expired or if the user is not currently logged on, they are redirected to the logon page which is provided by the CalSAWS Identity Provider. The user will enter in their CalSAWS credentials to continue. Login Screen Mockup.

2.1.2.1.1 Figure - Login Screen



If the user clicks the 'Logout' button at the top right of the Enhanced CCP, the user's current session is invalidated, and the user is redirected to the CalSAWS login page.

2.2 Add Enhanced CCP to CalSAWS Application Navigation

2.2.1 Overview

A 'Call Control Panel' link will be added in the CalSAWS Application to open the Enhanced CCP in a new window.

2.2.2 Description of Change

1. Add a 'Call Control Panel' link under Admin Tool – Global navigation, and Office Admin – Local navigation.
2. The 'Call Control Panel' link will be displayed directly under the Call Log link in the Task Navigation Menu.

3. Upon clicking on 'Call Control Panel' link, Call Control Panel pop up window will be displayed.

4. Call Control Panel window (New Window) will be displayed for the user who has CCP Agent and or CCP Supervisor security right(s). CCP Agent and CCP Supervisor are existing security rights.

Technical Note: Call Control Panel pop up window configured:

- Height = Screen Height
- Width = Screen Width
- Scrollable = Yes
- Sizeable = Yes

2.2.2.1 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Call Control Panel

2.2.2.1.1 Figure - Task Navigation

2.2.2.2 Security Updates

N/A

2.3 Customize Enhanced CCP

2.3.1 Overview

The Enhanced CCP is a web-based application that enables contact center agents and supervisors to complete the core functions in a contact center, including handling incoming calls, setting agents/user status, initiating outbound calls and transferring calls.

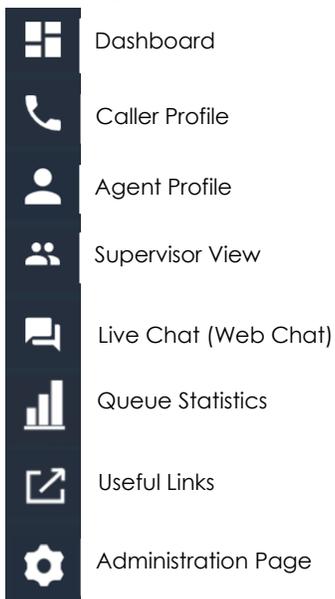
2.3.2 Description of Changes

Customize the base Enhanced CCP to enable the following pages/menu items.

1. **Dashboard** – Allows the user to view historical statistics for past voice calls and view the Message of the Day.
2. **Caller Profile** – Displays information about the current caller to assist the Agent when working with the current customer.

3. **Agent Profile** – Displays current statistics for the Agent. The page also allows the Agent to compare their Statistics over time.
4. **Supervisor View** – Allows a Supervisor user to view and manage Agents.
5. **Live Chat (Web Chat)** – Allows the Agent to interact with a customer using text chat.
6. **Queue Statistics** – Displays Statistics for the currently defined queues.
7. **Useful Links** – Provides county specific links for agents to access.

2.3.2.1 Figure - Enhanced CCP Navigation Menu



Note: Admin page will be added in SCR CA-226627

2.3.2.2 Create Dashboard page

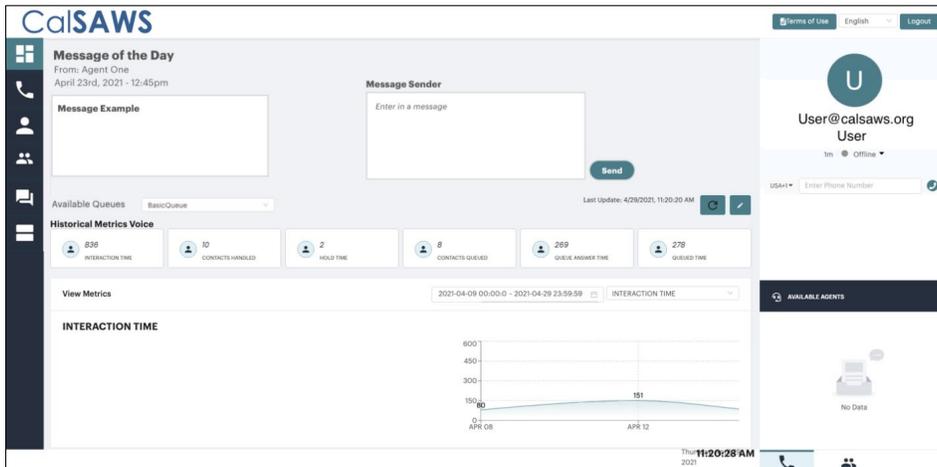
Add a page to the Enhanced CCP application that displays historical call statistics for a selected queue and Message of the Day functionality.

The Message of the Day feature allows Supervisors to send a message to their Agents and for Agents to view the messages from their supervisors.

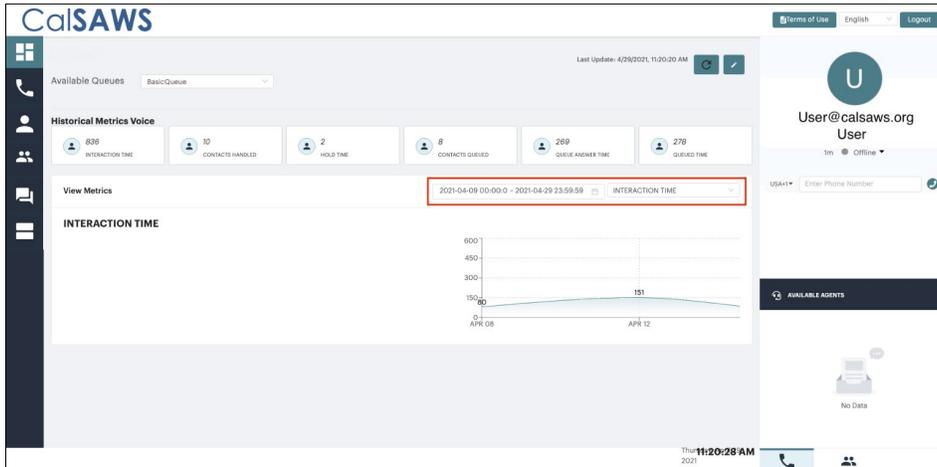
1. User clicks on 'Dashboard' menu item in the main navigation bar, historical metrics for queues is displayed.

- At the top left of the Dashboard page the 'Message of the Day' panel is displayed. The panel includes who the message is from and the time and date the message was sent.
- In the 'Message Sender' field at the top right, the user enters text into the field then clicks the 'Send' button, to send the message of the day to the Agents. Note: Only users with CCP Supervisor role will have access to 'Message Sender' field.
- Historical Voice Statistics are displayed below the Message of the Day.
- Below the Historical Statistics, the user can choose a date range and data type to display a graph of the selected metric over time. See highlighted section in Figure 2.3.2.2.2.

2.3.2.2.1 Figure – Dashboard page



2.3.2.2.2 Figure – Dashboard page Date Range

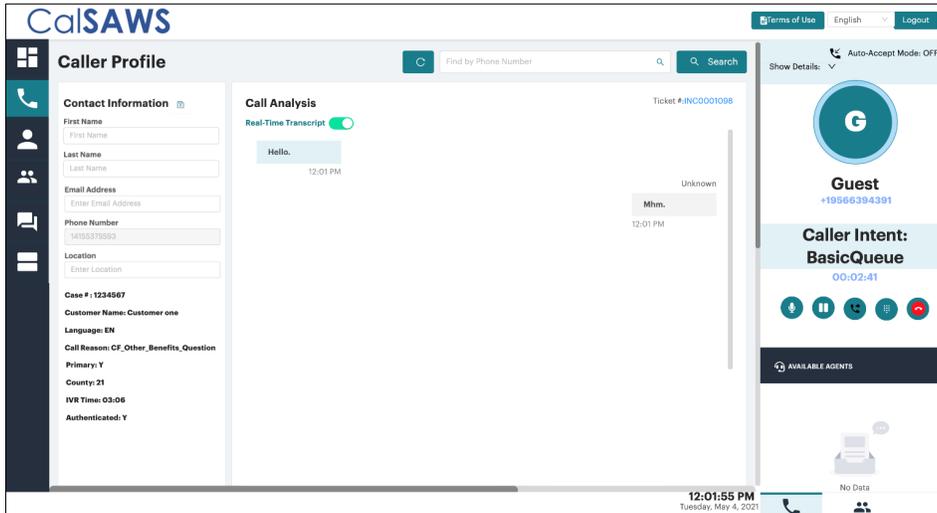


2.3.2.3 Create Caller Profile page

Add a page to the Enhanced CCP that displays caller information and buttons for the user to select and perform an action.

1. User clicks on 'Caller Profile' menu item in main navigation bar or accepts an inbound call, the Caller Profile page is displayed. The left of the page displays the callers contact information.
2. In the center of the Caller Profile Page, a Real-Time Transcript of the voice call is displayed which the user can turn off or on. The transcript is automatically updated during the call and displays a text record of both the caller and the Agent.
3. If the user accepts an incoming call, the In-Progress Call Banner Page is displayed on the right. The name of the caller and their phone number is displayed.
4. Below the phone number the name of the current queue and call duration is displayed.
5. At the bottom of the page, buttons are displayed to allow the Agent to perform an action on the current call.

2.3.2.3.1 Figure - Caller Profile page - Call In-Progress

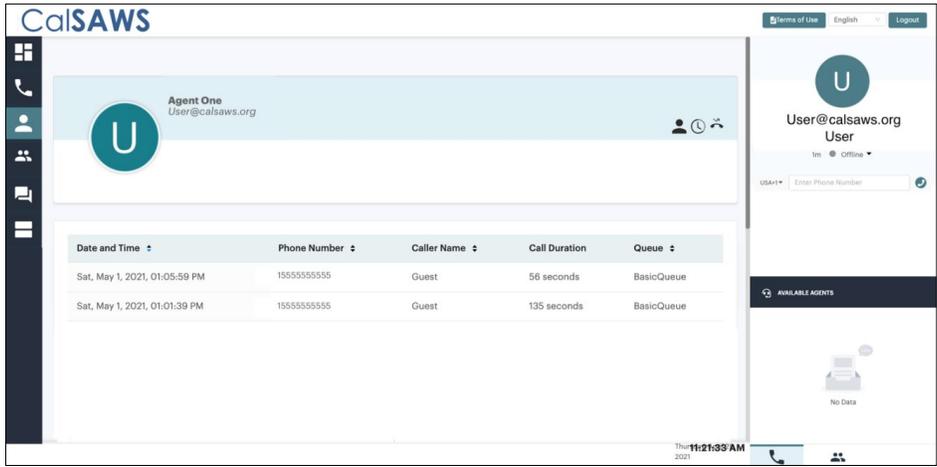


2.3.2.4 Create Agent Profile page

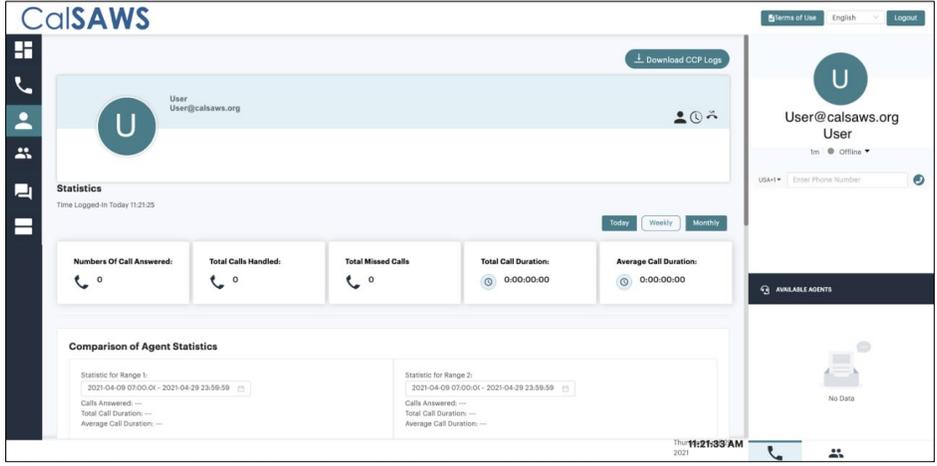
Add a page to the Enhanced CCP application to display the Agent's information, Call History and statistics.

1. User clicks on the 'Agent Profile' menu item in the navigation bar, the Agent Profile page is displayed.
2. Users information is displayed at the top of the page including name and email address.
3. Users call statistics are displayed under the users information showing the Number of Call Answered, Total Calls Handled, Total Missed Calls, Total Call Duration, and Average Call Duration.
4. Users can click 'Today', 'Weekly', and 'Monthly' view of their call statistics.
5. Below statistics, users can see their 'Comparison of Agent Statistics' by selecting a time and date range to compare their call statistics over time.
6. Call History information about previous calls and can display up to three years of log history.

2.3.2.4.1 Figure – Agent Profile page – Call History



2.3.2.4.2 Figure – Agent Profile page – Agent Statistics



2.3.2.5 Create Supervisor View page

The Supervisor View page allows a Supervisor user to view and manage agents and view missed calls. The page allows the Supervisor to change the Routing Profile, turn on/off the 'auto answer' feature, and change the phone type for each Agent.

This menu item is only available to users with the CCP Supervisor role assigned.

Supervisors can listen to agent's voice conversation in real time, see list of agents by team, current status of each agent, change an Agent's availability status, and send messages to Agent.

Add a page to the Enhanced CCP application for supervisors to view and manage agents in a selected team. Team viewed is selected using the 'select team' drop down.

The page lists the following buttons on the page to perform actions on a selected Agent:

- ~~Start Monitoring: allows the Supervisor to listen to the current call of the selected agent.~~
- ~~Ready: A supervisor can change the state of the selected agent to "Ready". This button will be disabled unless the selected agent is in the "After Call Work" state or any of the "Error" or "Not Ready" states.~~
- ~~Not Ready: This button will be disabled when the selected agent is in a "Not Ready" state. Change the state of the selected agent to "Not Ready—Supervisor Initiated."~~
- ~~Sign Out: Log out the selected user, changing them to the Logged Out/Offline state. This button will be disabled if the selected agent is in the Logged Out/Offline state.~~

A filter is displayed in the Agent list panel, 'Include logged out agents' to display logged out agents.

1. User clicks on the 'Supervisor View' menu item in the navigation bar, the Supervisor View page is then displayed.
2. Tabs are available to view and manage agents/teams.
 - Agent Management tab for a list of agent information.
 - Missed Call tab for list of missed calls
 - Team Performance Tab for view of team statistics

At the bottom of the Agent Management page, users click on the left, right or numbered toggle button to move between pages.

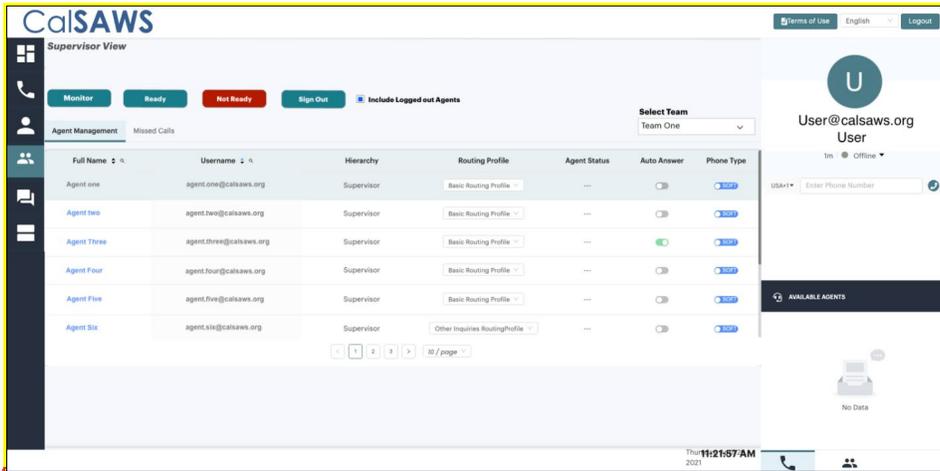
To monitor in-progress calls and change the status of an Agent, the Supervisor presses the 'Change Agent Status and Call Monitoring' button showed in Figure 2.3.2.5.1. When pressed, this button opens a new browser tab and navigates to the AWS Connect console 'Real Time Metrics' page.

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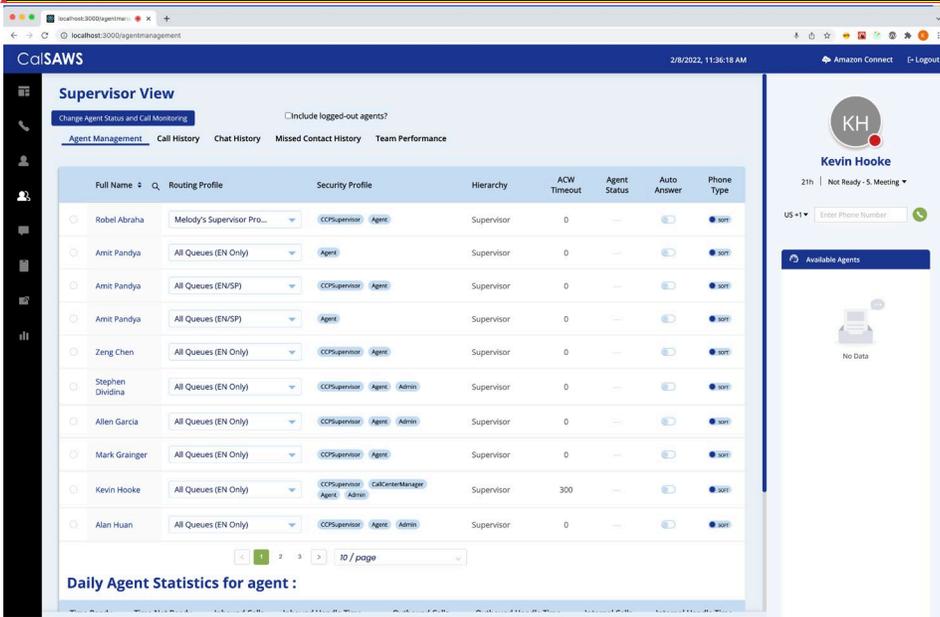
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2.3.2.5.1 Figure - Supervisor View page

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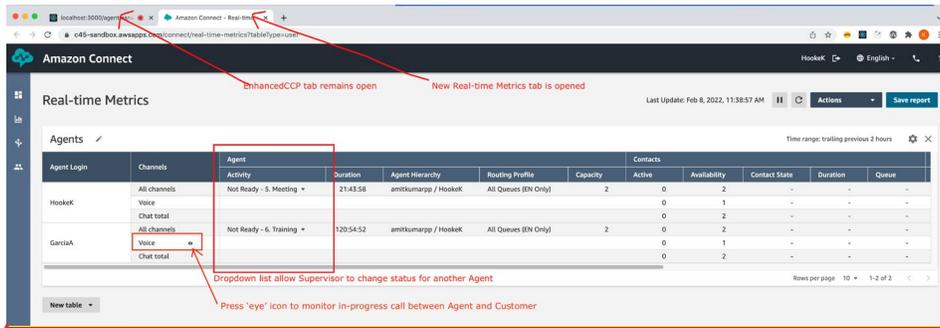
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2.3.2.5.2 Supervisor View page – Real-time Metrics

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Figure 2.3.2.5.2 shows the Real-time Metrics page open in a new tab after pressing the 'Change Agent Status and Call Monitoring' button on the Supervisor View page. While open, the Supervisor can change between the EnhancedCCP application and the Real-time Metrics page using the open tabs in their browser.

The Supervisor can change the status of any currently logged on Agent by using the 'Activity' dropdown list and selecting an available status.

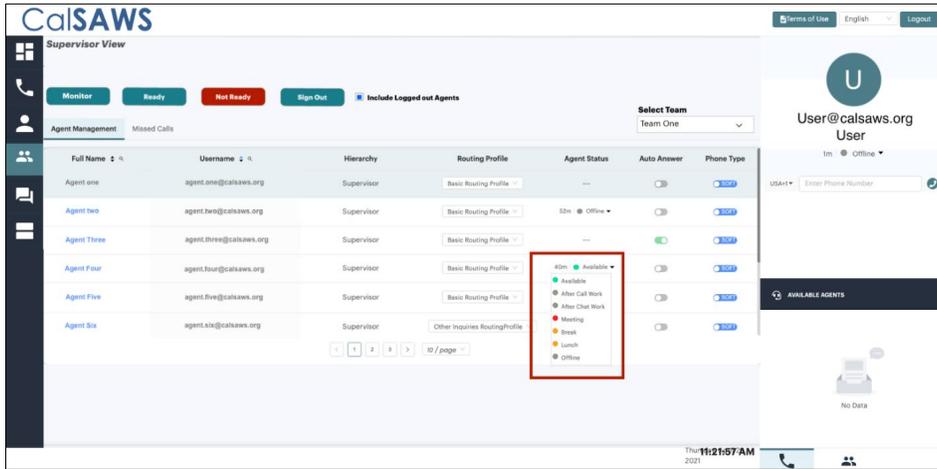
When an Agent is in an in-progress call an 'eye' icon is displayed beside the Agent name. Clicking this icon allows the Supervisor to monitor a call in progress. There is no notification to the Agent or the Customer if a Supervisor starts or ends monitoring.

2.3.2.5.2.3.2.5.3 Agent Management

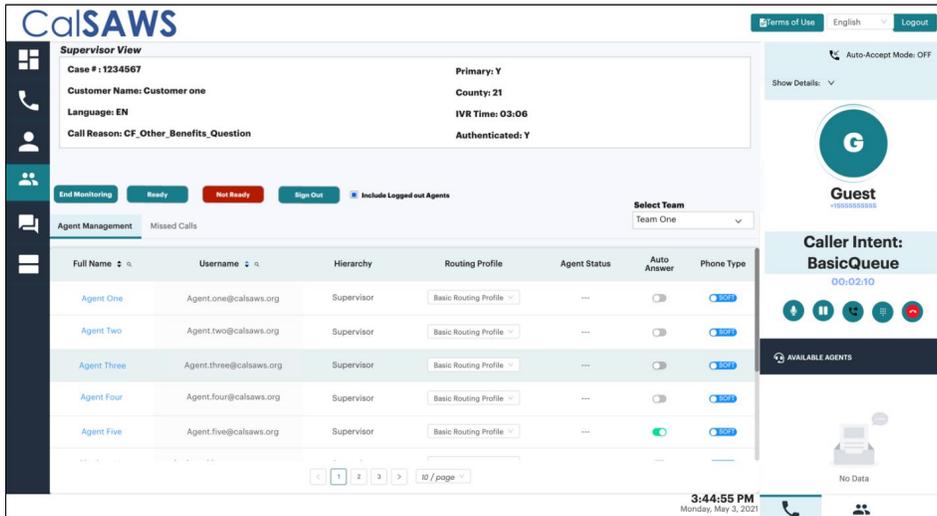
Under the Agent Management tab in the Supervisor View menu item the following features are available:

1. View Agent Information
2. Update Agent Routing Profile
3. Change Agent Status
4. Turn Auto Answer On/Off for Agent
5. Change Phone Type
6. Call In-Progress Monitoring
7. Sign Agent Out
8. Daily Agent Statistics

2.3.2.5.2.12.3.2.5.3.1 Figure - Supervisor View – Change Agent Status

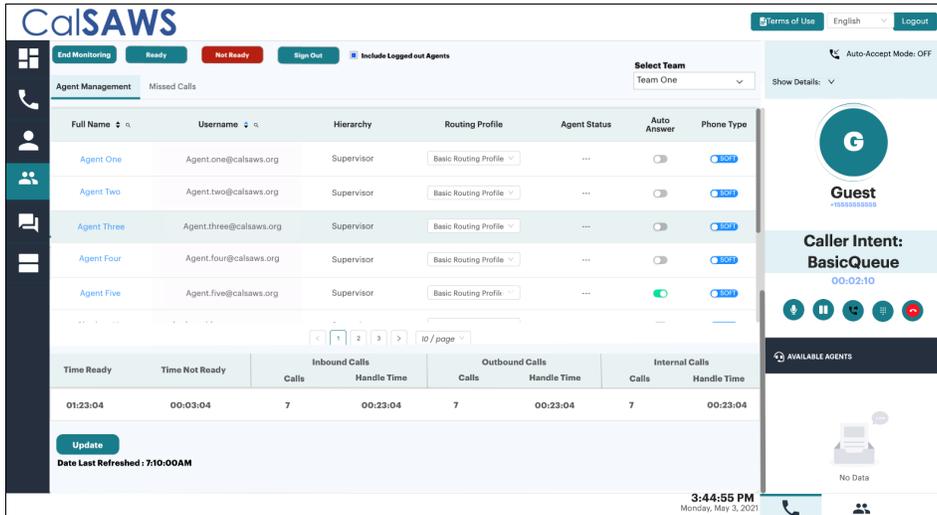


3.2.5.2.22.3.2.5.3.2 Figure - Supervisor View – Call Monitoring



Note: Current caller information is displayed during monitoring

3.2.5.2.32.3.2.5.3.3 Figure - Supervisor View – Daily Agent Statistics



2.3.2.6 Missed Calls

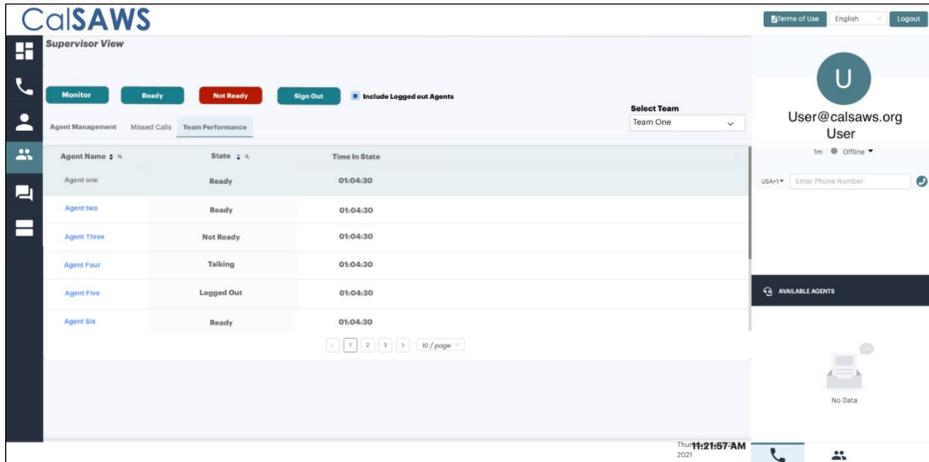
The Missed Calls tab on the Supervisor View page shows inbound calls that were not answered by any Agent. These are inbound calls from a customer where they abandoned the call without talking with an Agent.

2.3.2.7 Team Performance

Under the Team performance tab displays a list of currently configured teams on the left and a list of agents in the selected team in the panel on the right including agents name, current state and time in state.

If there are more Agents in the selected team that can be displayed on the page, pagination links are displayed at the bottom of the Agent list panel. Clicking the 'Next' link displays the next page of Agents, clicking the 'Previous' link displays the previous page.

2.3.2.7.1 Figure - Supervisor View – Team Statistics



2.3.2.8 Create Live Chat (Web Chat) page

This feature allows the Agent to interact with a customer using text chat if the county has opted into this functionality.

Agents receive an incoming Web Chat request as an incoming call which they can either accept or reject using the call control panel.

Web Chat will be implemented in SCR CA-227063.

2.3.2.9 Create Queue Statistics page

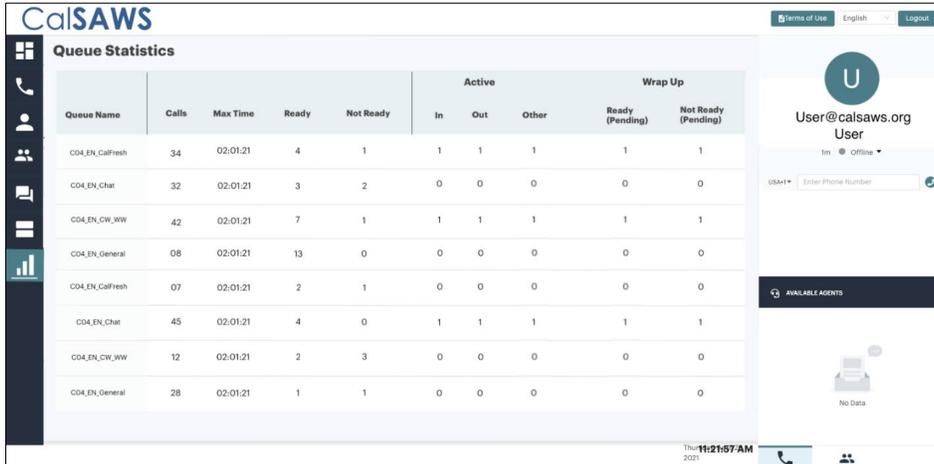
The Queue Statistics page shows Statistics for the currently defined queues. This is a view only, real-time display of current queue statistics.

Add a page to the Enhanced CCP application that displays queue statistics for the currently defined queues for the Supervisor's County.

1. If the user clicks on the Queue Statistics menu item in the main navigation menu, the Queue Statistics page is displayed.
2. The Queue Statistics page shows a list of all queues currently defined for the current County.
3. Each of the statistics columns can be sorted in ascending or descending order by clicking on the column heading. The current sort order if enabled is indicated by an 'up arrow' for ascending order, or 'down arrow' for descending order.
4. If there are more queues for the current County that can be displayed on the page, page navigation links are enabled at the bottom of the page:

- a. If the user presses 'Next' the next page of queues are displayed
- b. If the user presses 'Previous' the previous page of queues are displayed

2.3.2.9.1 Figure - Queue Statistics

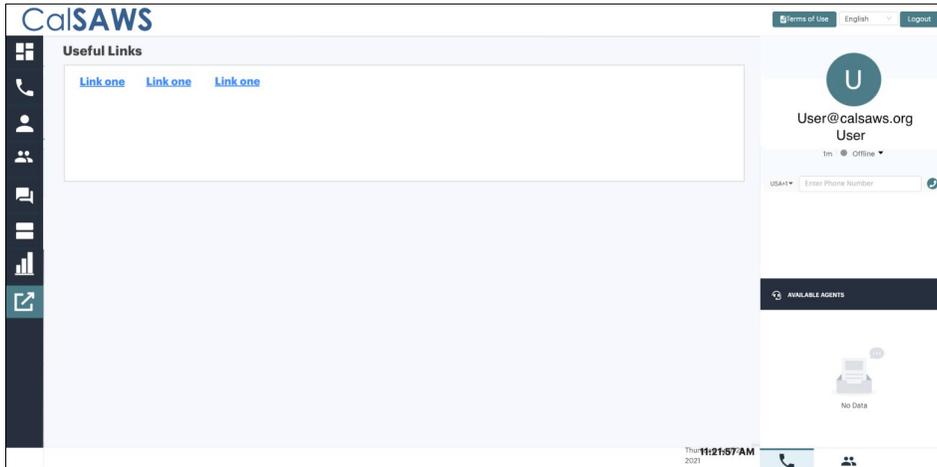


2.3.2.10 Create Useful Links page

Clickable links that are displayed for each county in accordance with the county's needs.

Note: These links will be defined by the county in the individual county sessions. This is limited to 10 links.

2.3.2.10.1 Figure - Useful Links



2.4 Configure Call Panel

2.4.1 Overview

On the right side of the Enhanced CCP is the Call Panel. This section of the CCP is used to accept calls and chats, place outgoing calls, update users status, transfer calls and access quick connects.

2.4.2 Description of Change

Configure the Call Panel in the Enhanced CCP to allow the following:

1. Call in Progress Banner
2. Initiate Outbound Call
3. Transfer Calls/Quick Connects
4. Add Transfer Note

2.4.2.1 In-Progress Call Banner

The In-Progress Call Banner displays information about the current call and provides buttons for the user to perform actions during the call. Both agent and supervisor have this feature. Actions include:

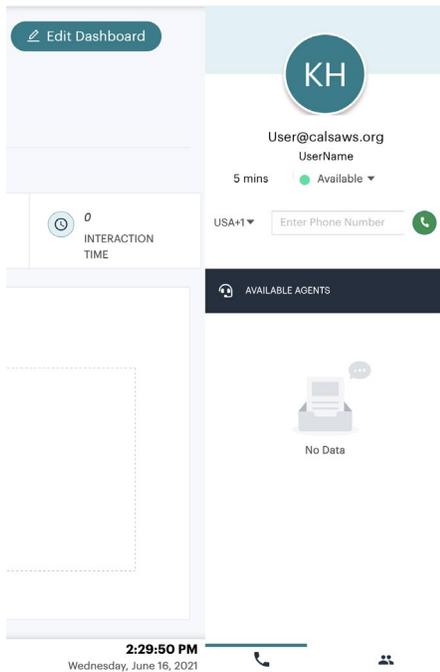
- Mute
- Hold/Pause
- Transfer

- Keypad
- End Call

While the Agent is not in a call, the Call Banner shows a timer that counts in minutes, indicating the time spent in that status. The timer resets to zero when the Agent's status changes. This is shown in Figure 2.4.2.1.1.

If an Agent is in After Call Work status, the Call Banner shows a timer along with the currently configured After Call Work Limit for this Agent. When the time spent in After Call Work reaches the configured limit, they are automatically moved back to Ready/Available status. This is shown in Figure 2.4.2.1.2.

2.4.2.1.1 Figure – Call Banner (not in call)

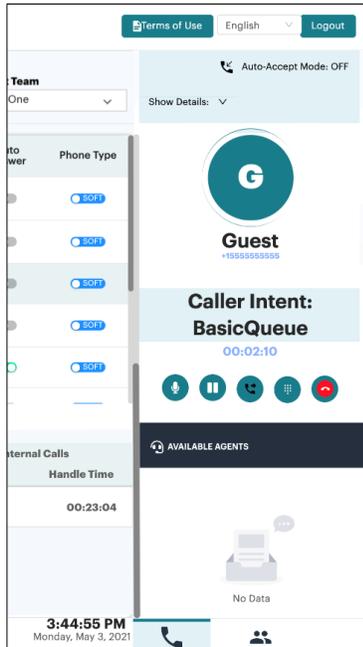


2.4.2.1.2 Figure – Call Banner (in After Call Work status)

The screenshot displays a user dashboard with the following elements:

- Top Left:** A button labeled "Edit Dashboard".
- Top Center:** A circular profile picture with the initials "KH".
- Top Right:** The email address "User@calsaws.org" and the label "UserName".
- Below Profile:** A status indicator showing "4 mins" and "(ACW Limit: 10 mins)", along with a green dot and the text "After Call Work".
- Left Panel:** A section titled "INTERACTION TIME" with a clock icon and the number "0".
- Right Panel:** A search bar with "USA+1" as a dropdown, a text input field "Enter Phone Number", and a green call icon.
- Below Search Bar:** A dark blue button labeled "AVAILABLE AGENTS" with a headset icon.
- Center:** An icon of a computer with a speech bubble, and the text "No Data" below it.
- Bottom:** A status bar showing the time "2:29:50 PM" and the date "Wednesday, June 16, 2021", along with a call icon and a user icon.

2.4.2.1.3 Figure - In-Progress Call Banner



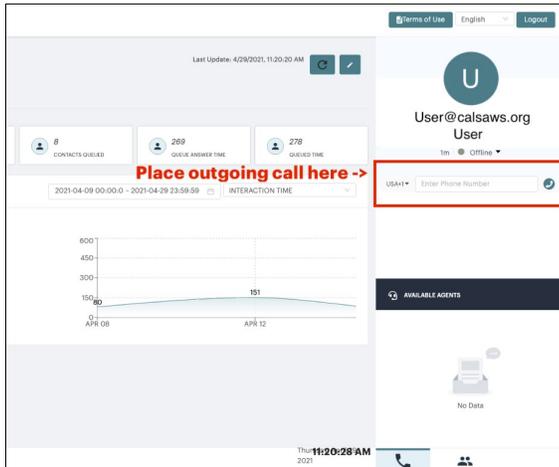
2.4.2.2 Initiate Outbound Call

This feature allows users to initiate outbound calls by entering a phone number, then clicking the call button.

Add a panel to the Enhanced CCP application that allows users to place outgoing calls.

1. On the right hand side of the Enhanced CCP, users enter a phone number into the 'Enter Phone Number' field under the users current status.
2. The users click the call button to the right of the 'Enter Phone Number' field to initiate the outgoing call.
3. The Enhanced CCP application supports 10 digit dialing.

2.4.2.2.1 Figure - Outbound Call



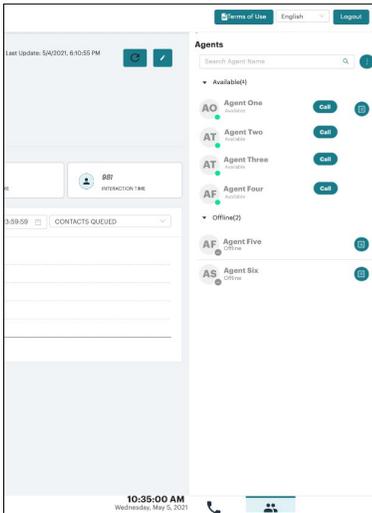
2.4.2.3 Transfer Call and Quick Connects

This feature allows user to transfer calls to a selected queue or external phone number. Configuration of the quick connects is available on the Administration page to be included in a separate SCR (CA-226672 Admin Page).

Configure Enhanced CCP to allow users to select queues to transfer current call(s) to.

1. The Quick Connects panel is displayed if the user clicks the 'Quick Connects' icon in the bottom right now the page.
2. The panel displays a list of configured Agents and Queues that are available for the Agent to all.
3. The Agent can place a call to another Agent or Queue by pressing the 'Call' button.

2.4.2.3.1 Figure - Quick Connects

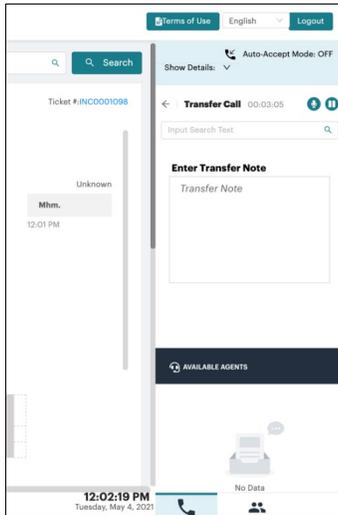


2.4.2.4 Enable Transfer Note for Transferred Calls

The Transfer Note feature allows user to send a message to the agent or supervisor when they transfer a call to a different queue within the Call Center Solution.

Add an input text field to the Enhanced CCP application Call Transfer page to allow user to input text to be displayed for the next Agent or Supervisor.

2.4.2.4.1 Figure - Transfer Note for Transferred Calls



2.5 Enable CalSAWS Screen Pop

2.5.1 Overview

This functionality enables the CalSAWS system to accept Screen Pop parameters from the Enhanced CCP Application.

2.5.2 Description of Change

Enable the Enhanced CCP to pop the CalSAWS Application when an incoming call is received. The screen pop is dependent on the type of caller:

- Authenticated Caller: Case Summary page for authenticated case and Call Log Detail page with auto-populated case information (case number, name, and language)
- Non Authenticated Caller: Person Search page and Call Log Detail page
- Regional Call Center/Quick Sort Transfer Caller: Call Log Detail page with auto-populated Covered California information (Caller's County, Tracker/Tracer ID, and language)

When an agent accepts an incoming call, the Enhanced CCP application displays call details from the Amazon Connect IVR.

This feature is related to SCR CA-215560 to add auto-population logic for the screen pop.

2.6 Enable Downloading CCP Logs for Troubleshooting

2.6.1 Overview

The Download Logs button allows agents to download their CCP application session logs to share with the contact center support to troubleshoot issues in the CCP. This feature is available to both Agents and Supervisors.

2.6.2 Description of Changes

Add a button to allow the user to download their CCP application session logs to help with technical application problems.

1. User clicks on the 'Agent Profile' menu item in the navigation bar, then clicks on the 'Download CCP Logs' button at the top of the page, a text file is downloaded to the user's computer.
2. The file contains technical information about the user's session after they logged into the CCP including error messages, browser information, and Enhanced CCP settings.

Note: Users will be instructed where to send/upload logs in the event of a CCP issue based on their existing support process.

2.6.2.1 Figure - Download CCP Logs button



3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
None			

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
DDID 2700	The CONTRACTOR shall configure the Customer Service Center solution to include a Message of the Day functionality which allows County designated staff to send global messages to all staff's CCP.		Section 2.3.2.2

5 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-231970

ACL 21-130 CalWORKs Increase to the
Applicant Earned Income Disregard

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jasmine Chen, Sridhar Mullapudi
	Reviewed By	Tiffany H., Himanshu J.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/08/2021	1.0	Initial draft	Jasmine Chen, Sridhar Mullapudi
11/30/2021	1.1	Updated design per CW/CF Committee comments	Sridhar Mullapudi
12/02/2021	1.2	Updated mockup with CW 29 (10/21) version	Nithya Chereddy
12/16/2021	1.3	Updated design with NA 213A budget line 17 details	Jasmine Chen
01/06/2022	1.4	Added Section 2.4.4.1 to turn NA 213 / M44-207J NOA off in Spanish	Jasmine Chen
01/11/2022	1.5	Added design clarification for RCA program	Jasmine Chen
01/18/2022	1.6	Technical clarifications to use existing NOA template; updated mockups	Jasmine Chen
02/24/2022	1.7	Content Revision with RCA details; update existing Over Income NOA conditions	Jasmine Chen

Table of Contents

1	Overview	5
1.1	Current Design.....	5
1.2	Requests.....	5
1.3	Overview of Recommendations.....	5
1.4	Assumptions	6
2	Recommendations.....	6
2.1	Update CalWORKs EID for Applicant Test	6
2.1.1	Overview	6
2.1.2	Description of Changes	6
2.1.3	Programs Impacted	6
2.1.4	Performance Impacts	6
2.2	Update the EDBC Line Item Description.....	6
2.2.1	Overview	6
2.2.2	Description of Changes	7
2.2.3	Programs Impacted	7
2.2.4	Performance Impacts	7
2.3	Add new CalWORKs Form, CW 29	7
2.3.1	Overview	7
2.3.2	Form/NOA Verbiage	7
2.3.3	Form/NOA Variable Population	8
2.3.4	Form/NOA Generation Conditions.....	8
2.4	Update existing Over Countable Income Reason Fragment.....	9
2.4.1	Overview	9
2.4.2	NOA Verbiage	10
2.4.3	NOA Variable Population	10
2.4.4	NOA Generation Conditions	11
2.5	Add a New RCA Reason Fragment ID	13
2.5.1	Overview	13
2.5.2	NOA Verbiage	13
2.5.3	NOA Variable Population	13
2.5.4	NOA Generation Conditions	14
2.6	Add a New NOA Budget Fragment, NA 213	14

2.6.1	Overview	14
2.6.2	NOA Budget	15
2.6.3	NOA Variable Population	15
2.6.4	NOA Fragment Generation	17
2.7	Add a New CalWORKs Reason Fragment	18
2.7.1	Overview	18
2.7.2	NOA Verbiage	18
2.7.3	NOA Variable Population	19
2.7.4	NOA Generation Conditions	20
2.8	Add a New RCA Reason Fragment ID	20
2.8.1	Overview	20
2.8.2	NOA Verbiage	21
2.8.3	NOA Variable Population	21
2.8.4	NOA Generation Conditions	21
2.9	Add a New NOA Budget Fragment, NA 213A	22
2.9.1	Overview	22
2.9.2	NOA Budget XDP	22
2.9.3	NOA Variable Population	25
2.9.4	NOA Fragment Generation	25
3	Supporting Documents	25
4	Requirements	27
4.1	Project Requirements	27

1 OVERVIEW

1.1 Current Design

CalWORKs applicant family will not be eligible for CalWORKs (CW) assistance if the family's income, exclusive of the first ninety dollars (\$90) of earned income for each employed person, is more than the Minimum Basic Standard of Adequate Care (MBSAC) for the family size. This is also known in CalSAWS as the CalWORKs Applicant Financial Eligibility Test.

If an applicant family passes this test, they'll undergo a subsequent Recipient Prospective Financial Test which anticipates income received in the next payment period to determine the Maximum Aid Payment (MAP) amount.

Currently in CalSAWS, the system does not have the form, CW 29– Applicant Test available. Also, when the applicant fails these financial tests and is denied for CalWORKs assistance, only one denial reason with a generic NA 1239 SAR budget is generated on the CW Denial NOA.

1.2 Requests

AB-135 increases the CalWORKs earned income disregard (EID) for applicants from \$90 per each employed person to \$450 per each employed person effective July 1, 2022.

The \$450 EID will be used to calculate if the applicant family's total net nonexempt income is less than the MBSAC for the family size. When the CalWORKs applicant family fails the Applicant MBSAC Test, a Denial NOA will generate with the NA 213 budget. When the applicant family passes the Applicant MBSAC Test, but fails the Recipient MAP Test, a Denial NOA will generate with the NA 213A budget.

1.3 Overview of Recommendations

1. Update CalWORKs EID for applicants from \$90 per each employed person to \$450 per each employed person effective July 1, 2022.
2. Update the description of the disregard stored in CT322_38 to ~~be~~ remove the '\$90' value from the description of applicant EID displayed on The EDBC Person Line Item Detail - Applicant Earned Income Disregards page.
3. Add form, CW 29 (10/21) Applicant Test – Intake Financial Test, into the CalSAWS system.
4. Add NA 213 (10/21) budget into the CalSAWS system to generate ~~with~~ a Denial NOA with M44-207J reason verbiage.
5. Add NA 213A (7/21) budget into the CalSAWS system to generate ~~with~~ a Denial NOA with M44-207M reason verbiage.

1.4 Assumptions

1. CA-212913, CA-222540 will address the correspondence updates due to the increases to of the income disregards of CalWORKs recipients.
2. CA-236542 will implement the Denial NOAs for failing the Applicant and Recipient Tests in the missing threshold languages.
3. The RCA program undergoes the same income tests and budget rules as CalWORKs.
4. There are no changes to the content of existing Denial NOAs of: SB1569 Applicant Test Fail, Fail: Net Test Undocumented Children.
5. There are no changes to the current CW Discontinuance NOA for EDBC Status Reason: Over Income with this effort.

2 RECOMMENDATIONS

2.1 Update CalWORKs EID for Applicant Test

2.1.1 Overview

EID for applicant test shall be used to calculate if the applicant family's total net nonexempt income is less than the MBSAC for the family size. Update the current \$90 per each employed person to \$450 per each employed person effective July 1, 2022.

2.1.2 Description of Changes

1. Create a CTCR to end date the existing EID value (CT335_66) of \$90 effective 06/30/2022
2. Create a CTCR to add new EID value (CT335_66) of \$450 effective 07/01/2022 to high date.

2.1.3 Programs Impacted

CalWORKs, RCA

2.1.4 Performance Impacts

None

2.2 Update the EDBC Line Item Description

2.2.1 Overview

The EDBC Person Line Item Detail - Applicant Earned Income Disregards page displays the description of the disregard applied and the amount of

disregard applied. Update the description of the disregard stored in CT322_38 to be remove the '\$90' value from the description to be more adaptable to changes.

2.2.2 Description of Changes

1. Update the short and long decode value of CT322_38 from the current value "\$90 Work Expense Deduction" to "Work Expense Deduction".

2.2.3 Programs Impacted

CalWORKs, RCA

2.2.4 Performance Impacts

None

2.3 Add new CalWORKs Form, CW 29

2.3.1 Overview

The latest State version of CW 29 (10/2021) will be added into the Template Repository.

State Form: CW 29 (10/2021)

Programs: CalWORKs, RCA

Attached Forms: N/A

Forms Category: Form

Template Repository Visibility: ALL, All Counties

Languages: English

2.3.2 Form/NOA Verbiage

Create CalWORKs CW 29 Form XDP

This form will be added into the system with new variables including the applicant income disregard.

Form Header: N/A

Form Title (Document List Page Displayed Name): Applicant Test – Intake Financial Test

Form Number: CW 29

Include NA Back 9: No

Imaging Form Name (40 char. Maximum): CW Applicant Test

Imaging Document Type: CalWORKs (CW)

Imaging Case/Person: Case

Form Mockups/Examples: See Supporting Document #1.

2.3.3 Form/NOA Variable Population

The new CW 29 form will have its form body and all variables editable.

Variables that are not **auto**-populated are listed in Supporting Document #4. Variables that will populate when the form is generated from the Template Repository are listed below:

Note: The variables, form body and all its fields will be editable.

1. Populate the below variables when the form is generated from the Template Repository:

Variable Name	Population	Formatt ing	Editable / Field Type	Template Repository Population
<CaseName>	Case name	Arial Font Size 10	Y, Text Field	Y
<CaseNumber>	Number of the CalWORKs case	Arial Font Size 10	Y, Numeric Field	Y
<CaseWorkerName>	Name of case worker	Arial Font Size 10	Y, Text Field	Y
<Date>	Date the form is generated	Arial Font Size 10	Y, Date Field	Y

2.3.4 Form/NOA Generation Conditions

1. Add Form to Template Repository

The CW 29 form will be added to the Template Repository and visible to all counties.

Required Document Parameters: Case Number, Customer Name, Program, Language

2. Add Form Control

The following Form Control details will be included for the CW 29 form:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. Add Form Print Options and Mailing Requirements

The following Print Options will be included for the CW 29 form:

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

Mailing Requirements:

- Mail-To (Recipient): N/A
- Mailed From (Return): N/A
- Mail-back-to Address: N/A
- Outgoing Envelope Type: N/A
- Return Envelope Type: N/A

Additional Requirements:

- Special Paper Stock: N/A
- Enclosures: N/A
- Electronic Signature: N/A
- CW/CF Electronic Signature (IVR/Text): No
- Check to Sign: No
- Post to Self Service Portal (SSP): No

2.4 Update existing Over Countable Income Reason Fragment

2.4.1 Overview

This effort is to update the existing Over Countable Income Reason fragment to generate on the Denial NOA for failing the CW Applicant MBSAC Test.

Reason Fragment Name: CW_DN_CNTBL_INC_EXCEED_STND_A233
(Fragment ID: 6136)

State Form/NOA: This is based on State M44-207J (06/98)

Current NOA Template ID(s): CW_NOA_TEMPLATE (Fragment ID: 3026)

Current Program(s): CalWORKs

Current Action Type: Denial

Current Fragment Level: Program

Currently Repeatable: No

Includes NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages: English, Spanish

Note: Please refer to Section 2.4.4.1 for details of turning off NOA in Spanish.

2.4.2 NOA Verbiage

Update the Reason Fragment XDP

Update the **CW** NOA Reason verbiage to reflect the latest State NOA Reason **verbiage of M44-207J**, for the CalWORKs and RCA programs.

Description	Existing Text	Updated Text	Language
Static	<p>You can not get cash aid if your family's net countable income is more than the need standard set by the State.</p> <p>Your family's needs and income are figured on this page.</p>	<p>You can not get cash aid if your family's net countable income is more than the need standard set by the state.</p> <p>Your family's needs and income are figured on this page.</p>	English
Static	<p>Usted no puede recibir asistencia monetaria si los ingresos contables netos de su familia son más de lo permitido en las normas de necesidad establecidas por el Estado.</p> <p>Los ingresos y necesidades de su familia están calculados en esta página.</p>	<p>Usted no puede recibir asistencia monetaria si los ingresos netos contables de su familia son más que el estándar de necesidades establecido por el estado.</p> <p>En esta página se calculan las necesidades e ingresos de su familia.</p>	Spanish

2.4.3 NOA Variable Population

1. Variable Population

There are no changes and no variables. There are no variables in this reason fragment.

2. Update Regulations

The reason has new associated regulations. The following will be the overall regulations for this reason fragment:

Regulations: EAS: 44-207.1, W&IC 11450.12 (a)

3. Update NOA Reference, Title and Footer

Current NOA Reference: CW RCPIENT PRSPCTIVE TEST FAIL

1. Update the existing NOA Reference to the below:

NOA Reference on Document List Page: APPLICANT TEST FAIL

2. Update the NOA Title based on the program in context:

NOA Title:

• **CalWORKs**

○ Notice of Action CalWORKs Denial (CW_DN_NOA_TYPE)

• **RCA**

○ Notice of Action Refugee Cash Assistance (RCA) Denial (RC_DN_NOA_TYPE)

There are no changes to the NOA Title.

3. Update the existing NOA footer:

NOA Reason Footer: NA 213 / M44-207J

The footer of the pages of this Denial NOA for failing the Applicant Test will show NA 213 / M44-207J.

NOA Mockups/Examples: See Supporting Document #2

2.4.4 NOA Generation Conditions

1. Turn Off Threshold Language Fragments

Update and turn off the Over Countable Income reason fragment and its NOA for Spanish.

Final Language Availability of NOA: English

Note: As the associated Spanish NA 213 budget is not available and not provided timely, this NOA will be turned off for Spanish (The System would still have stored the updated Spanish verbiage per Section 2.4.2). Future CA-236542 is scoped to turn this NOA back on for Spanish.

2. Update Reason Fragment Generation

New Program Generation for 'Over Income' reason: CalWORKs, RCA
(Please see next Section Recommendation for RCA details)

Update the generation conditions for the reason fragment to generate on a Denial NOA when the application has failed the Applicant Financial Test via the following conditions:

- EDBC Program Status: Denied
- EDBC Status Reason: Over Income
- 'Applicant Financial Eligibility Test' Result of EDBC Summary page: Fail (equivalent to CW_BUDGET.TEST_RESULT_CODE = 'FL')

The existing generation conditions for this reason fragment will remain, but with the below updates to the logic:

- A. Update the existing condition (related to CT73_93, Ineligible Non-Citizen) of this Over Countable Income NOA to:

The primary applicant does not have a citizenship document of T-Visa or U-Visa (CT173_49, CT173_48 respectively) and at least one program member in the program does not have the EDBC status reason of 'Ineligible Non-Citizen' (CT73_93).

Note: CalWORKs primary applicants that have a T-Visa or a U-Visa citizenship document and fails EDBC due to 'Over Income' will continue to only be distributed the existing CalWORKs Denial - SB1569 Applicant Test Fail NOA.

Technical Note: The RCA program currently does not have the Denial - SB1569 Applicant Test Fail NOA.

- B. Add an additional condition to generate this reason fragment:

When the application has failed the Applicant Financial (MBSAC) Test – displayed with the 'Applicant Financial Eligibility Test' Result of EDBC Summary page: Fail (equivalent to CW_BUDGET.TEST_RESULT_CODE = 'FL')

- C. Suppress this NOA if the following NOA(s) are also generated:

- CalWORKs Denial - Fail: Net Test Undo Children

Technical Note: The RCA program currently does not have the Denial - Fail: Net Test Undo Children NOA.

2.5 Add a New RCA Reason Fragment ID

2.5.1 Overview

This effort is adding a new Over Countable Income Reason fragment identifier to generate on the Denial NOA for failing the Applicant MBSAC Test for an RCA case.

Note: This new RCA reason will have the same verbiage as the existing CW Over Countable Income Reason (Fragment ID: 6136).

State Form/NOA: This is based on State M44-207J (06/98)

NOA Template ID(s): RC_NOA_TEMPLATE (Fragment ID: 3036)

Program(s): RCA

Action Type: Denial

Fragment Level: Program

Repeatable: No

Includes NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English, Spanish

2.5.2 NOA Verbiage

Reason Fragment XDP

This new RCA reason will use the same XDP verbiage as the existing CW Over Countable Income Reason fragment (Fragment ID: 6136).

2.5.3 NOA Variable Population

1. Variable Population

Variable population of this reason fragment will be the same as existing CW Over Countable Income Reason fragment (Fragment ID: 6136).

2. Add Regulations for new Reason

The following will be the overall regulations for this reason fragment:

Regulations: EAS: 44-207.1, 69-206, W&IC 11450.12 (a)

3. Add NOA Reference, Title and Footer

NOA Reference on Document List Page: APPLICANT TEST FAIL

NOA Title:

Notice of Action Refugee Cash Assistance (RCA) Denial
(RC_DN_NOA_TYPE)

NOA Reason Footer: NA 213 / M44-207J

The footer of the pages of this Denial NOA for failing the Applicant Test will show NA 213 / M44-207J.

2.5.4 NOA Generation Conditions

1. Turn Off Threshold Language Fragments

Turn off the reason fragment and its NOA for Spanish.

Final Language Availability of NOA: English

Note: As the associated Spanish NA 213 budget is not available and not provided timely, this NOA will be turned off for Spanish (The System would still have stored the updated Spanish verbiage per Section 2.5.2). Future CA-236542 is scoped to turn this NOA back on for Spanish.

2. Add Reason Fragment Generation

The generation conditions for this new RCA reason are the same (with exception of below technical note and those in Section 2.4.4) as existing CW Over Countable Income Reason (Fragment ID: 6136), but for an RCA program.

Technical Note: The RCA program does not have the following NOAs:

- Denial - SB1569 Applicant Test Fail
- Denial - Fail: Net Test Undo Children

Action Fragment: RC_DN_ACTION1 (Fragment ID: 4105)

Message Fragment, and Location on NOA: Same as existing CW Over Countable Income Reason (Fragment ID: 6136).

2.6 Add a New NOA Budget Fragment, NA 213

2.6.1 Overview

This effort is adding a new Budget to be tied with CW_DN_CNTBL_INC_EXCEED_STND_A233 (Fragment ID: 6136), to the reason fragments of Section 2.4 and 2.5.

State Form/NOA: This is based on State Form NA 213 (10/2021)

NOA Template ID(s):

CalWORKs - CW_NOA_TEMPLATE (Fragment ID: 3026)

RCA – RC_NOA_TEMPLATE (Fragment ID: 3036)

Budget Name: CalWORKs Applicant Test Budget

Program(s): CalWORKs, RCA

Action Type: Denial

Fragment Level: Program

Repeatable: No

Languages: English

2.6.2 NOA Budget

Create new Denial NOA Budget Fragment XDP

Create a new Denial NOA budget fragment XDP. This Budget will have 9 variables that will populate from the values of EDBC.

NOA Mockups/Examples: See Supporting Document #2

Description	Text	Formatting
Static	<p>Family's Total Earned Income (Assistance Unit + Non-Assistance Unit Members) \$<CwTotalEarned> \$<AppEID> Disregard for each employed person \$<EID> Other Nonexempt Income (Assistance Unit + Non-Assistance Unit Members)+ \$<CwOtherNonexempt> (A) Net Countable Income = \$<CwNetCountable></p> <p>Family Needs Basic Need for <CwUnitSize> Persons (Assistance Unit + Non-Assistance Unit Members) \$<MBSAC> Special Needs (Assistance Unit + Non-Assistance Unit Members)+ \$<CwSpecialNeeds> (B) Family Needs = \$<CwTotalNeeds></p>	Arial Font Size 8

2.6.3 NOA Variable Population

Add Budget Fragment Variable Population

The variables will populate on the budget as per below:

Variable Name	Population	Formatting*
---------------	------------	-------------

<CwTotalEarned>	<p>Total Income</p> <p>Calculated by CW_BUDGET.TEST_EARN_INC_AMT + CW_BUDGET.TEST_NET_UNEARN_INC_AMT – <CwOtherNonexempt></p> <p>Ex. \$100.00</p>	Arial Font Size 8
<AppEID>	<p>The current applicant earned income disregard value per each employed person.</p> <p>Sourced from CT335_66</p> <p>Ex. \$450.00</p>	Arial Font Size 8
<EID>	<p>The total applicant earned income disregard (current applicant EID * number of employed persons)</p> <p>Sourced from CW_BUDGET.TEST_EARN_INC_DISRGD_AMT</p> <p>Ex. \$900.00</p>	Arial Font Size 8
<CwOtherNonexempt>	<p>Other Nonexempt Income</p> <p>Calculated by Max (CW_BUDGET.TEST_UNEARN_INC_AMT – CW_BUDGET.DISAB_INC_AMT) and \$0</p> <p>Ex. \$100.00</p>	Arial Font Size 8
<CwNetCountable>	<p>The net non-exempt countable income.</p> <p>Sourced from CW_BUDGET. TEST_NET_NON_EXEMPT_INC_AMT</p> <p>Ex. \$100.00</p>	Arial Font Size 8
<CwUnitSize>	<p>The Family Unit Size for MBSAC</p>	Arial Font Size 8

	Sourced from CW_BUDGET.TEST_MBSAC_UNIT_SIZE_QTY Ex. 3	
<MBSAC>	The MBSAC Amount for the unit size of <CwUnitSize>. Sourced from CW_BUDGET.TEST_MBSAC_MAP_AMT Ex. \$100.00	Arial Font Size 8
<CWSpecialNeeds>	The special needs amount for the family. Sourced from CW_BUDGET.FAM_SPEC_NEED_AMT Ex. \$100.00	Arial Font Size 8
<CwTotalNeeds>	The total family needs. Calculated by <MBSAC> + <CWSpecialNeeds> Ex. \$100.00	Arial Font Size 8

Add Footer for new Budget

The budget footer will be the <ReasonFormNumber> variable which will generate the form number or footer of the reason fragment associated to this budget.

2.6.4 NOA Fragment Generation

Add Budget Fragment Generation

This new budget will be tied with the reason fragments of Section 2.4 and 2.5.

Location on NOA: Right column of the first page of the NOA

Technical Note: When generating the NA 213 / M44-207J NOA, this will be the applicable budget visible in its associated NOA template.

2.7 Add a New CalWORKs Reason Fragment

2.7.1 Overview

This effort is adding a new Reason fragment to generate appropriately on a Denial NOA for passing the Applicant MBSAC Test and failing the Recipient MAP Test.

State Form/NOA: This is based on State M44-207M (08/20)

NOA Template ID(s): CW_NOA_TEMPLATE (Fragment ID: 3026)

Program(s): CalWORKs, RCA (Please see next Section Recommendation for RCA details)

Action Type: Denial

Fragment Level: Program

Repeatable: No

Includes NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English, Spanish

2.7.2 NOA Verbiage

Create new Reason Fragment XDP

Create a new NOA reason fragment XDP with the following verbiage:

NOA Mockups/Examples: See Supporting Document #3

Description	Text	Formatting* / Location
<STATIC>	You cannot get cash aid if your family's net countable income is equal to or more than the need standard set by the state. The need standard for your family size of <FamilyUnitSize> is \$<FamilyMaxAidPayment>. Your family's needs and income are figured on the following page.	Arial Font Size 10 / First page, after action fragment

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

2.7.3 NOA Variable Population

1. Add Reason Fragment Variable Population

The variables will populate in the reason fragment as per below:

Variable Name	Population	Formatting
<FamilyUnitSize>	Count of AU and Non-AU members. Sourced from CW_BUDGET.MAP_UNIT_SIZE_QTY Ex: 3	Arial Font Size 10
<FamilyMaxAidPayment>	Max aid for family. Sourced from CW_BUDGET.FAM_MAP_AMT Ex: \$100.00	Arial Font Size 10

2. Add Regulations for new Reason

The new reason has associated regulations. The following will be the overall regulations for this reason fragment:

Regulations: EAS: 44-207.2, W&IC 11450.12

3. Add NOA Reference, Title and Footer for new Reason

The following are the references that will be included for the new reason fragment.

NOA Reference on Document List Page: RCPNT PRSPCTIVE TEST FAIL

NOA Title:

- **CalWORKs**
 - Notice of Action CalWORKs Denial (CW_DN_NOA_TYPE)
- **RCA**
 - Notice of Action Refugee Cash Assistance (RCA) Denial (RC_DN_NOA_TYPE)

NOA Reason Footer: NA 213A / M44-207M

The footer of the pages of this Denial NOA for passing the Applicant Test and failing the Recipient Test will show NA 213A / M44-207M.

2.7.4 NOA Generation Conditions

1. Add Reason Fragment Generation

This new reason fragment will generate on the Denial NOA when the application passed the Applicant MBSAC Financial Test and failed the subsequent Recipient MAP Test via the following conditions:

- EDBC Program Status: Denied
- EDBC Status Reason: Over Income
- The program is not rescinded with 'Restoration of Aid Waiver' (CT176_RW)
- 'Applicant Financial Eligibility Test' Result of EDBC Summary page: Pass (equivalent to CW_BUDGET.TEST_RESULT_CODE = 'PS')
- '[Program] Budget' Result of EDBC Summary page: Fail (equivalent to CW_BUDGET.FAM_MAP_RESULT_CODE = 'FL')

In addition, the same conditions of Section 2.4.4.2's A) and C) will be added to this NOA's generation logic.

Technical Note: The CalWORKs program has the following NOAs. The RCA program does not have the following NOAs:

- Denial - SB1569 Applicant Test Fail NOA
- Denial - Fail: Net Test Undo Children

Action Fragment: CW_DN_ACTION1 (Fragment ID: 4015)

Message Fragment: CW_DN_MESSAGE5 (Fragment ID: 5018)

Location on NOA: This fragment will generate after the action fragment

2.8 Add a New RCA Reason Fragment ID

2.8.1 Overview

This effort is adding a new Reason fragment identifier to generate on the Denial NOA for passing the Applicant MBSAC Test and failing the Recipient MAP Test for an RCA case.

Note: This new RCA reason will have the same verbiage as the previous section Recommendation.

State Form/NOA: This is based on State M44-207M (08/20)

NOA Template ID(s): RC_NOA_TEMPLATE (Fragment ID: 3036)

Program(s): RCA
Action Type: Denial
Fragment Level: Program
Repeatable: No
Includes NA Back 9: Yes
Forms/NOAs Generated with this NOA: N/A
Languages: English, Spanish

2.8.2 NOA Verbiage

Reason Fragment XDP

This new RCA reason will use the same XDP verbiage shown in the previous Section Recommendation.

2.8.3 NOA Variable Population

1. Variable Population

Variable population of this reason fragment will be the same as the previous Section Recommendation.

2. Add Regulations for new Reason

The following will be the overall regulations for this reason fragment:

Regulations: EAS: 44-207.2, 69-206, W&IC 11450.12

3. Add NOA Reference, Title and Footer

NOA Reference on Document List Page: RCPNT PRSPCTIVE TEST FAIL

NOA Title:

Notice of Action Refugee Cash Assistance (RCA) Denial
(RC_DN_NOA_TYPE)

NOA Reason Footer: NA 213A / M44-207M

The footer of the pages of this Denial NOA for passing the Applicant Test and failing the Recipient Test will show NA 213A / M44-207M.

2.8.4 NOA Generation Conditions

1. Add Reason Fragment Generation

The generation conditions for this new reason are the same as the previous Section Recommendation, but for an RCA program and with the exception of the technical note in Section 2.7.4.1.

Technical Note: The RCA program does not have the following NOAs:

- Denial - SB1569 Applicant Test Fail
- Denial - Fail: Net Test Undo Children

Action Fragment: RC_DN_ACTION1 (Fragment ID: 4105)

Message Fragment and Location on NOA: Same as previous Section Recommendation

2.9 Add a New NOA Budget Fragment, NA 213A

2.9.1 Overview

This effort is adding a new Budget to be tied with the new reason fragments of the previous Section 2.7 and 2.8.

State Form/NOA: This is based on State Form NA 213A (07/2021)

NOA Template ID(s):

CalWORKs - CW_NOA_TEMPLATE (Fragment ID: 3026)

RCA - RC_NOA_TEMPLATE (Fragment ID: 3036)

Program(s): CalWORKs, RCA

Action Type: Denial

Fragment Level: Program

Repeatable: No

Languages: English, Spanish

2.9.2 NOA Budget XDP

Create new Denial NOA Budget Fragment XDP

Create a new Denial NOA budget fragment XDP. This Budget will have variables that will populate from the values of EDBC.

The population of variables are documented in Supporting Document #3.

Technical Note: Majority of below variables exist in another budget, BUDGT_CW_APPROVAL_SAR (Fragment ID = 1289).

Descrip tion	Text	Format ting / Locati on
-----------------	------	----------------------------------

<p>Static</p>	<p>When you get paid every week or every other week, here is how we figure your monthly income:</p> <p>First, we add all the income you got in the month and divide by the total number of payments you got. Then, we multiply that amount by the average number of payments in a month.</p> <ul style="list-style-type: none"> • If you get paid every week, you may get paid 4 or 5 times in a month. 4.33 is the average number of payments in a month. • If you get paid every other week, you may get paid 2 or 3 times in a month. 2.167 is the average number of payments in a month. <p>Here's your information:</p> <p>Income Reported for the month of <Month1L></p> <p>Self-Employment Income = \$<NetSelfEmploymentL> Earned Income + \$<EarnedIncome> Unearned Income + \$<UnearnedIncome></p> <p>Total Income for the month = \$<GrossIncome></p>	<p>Arial Font Size 7 / Left column of Contin ued Page</p>
<p>Static</p>	<p>Net Countable Income, Month of <Month1L></p> <p>1. Total Self-Employment Income..... \$ <SelfEmployTotal></p> <p>2. Self-Employment Expenses:</p> <p>a. 40% Standard - \$<StandardExpense></p> <p>OR</p> <p>b. Actual - \$<ActualExpense></p> <p>3. Net Earnings from Self-Employment = \$<NetSelfEmployment></p> <p>4. Total Disability-Based Unearned Income (DBI) (Assistance Unit + Non-Assistance Unit Members)..... \$ <TotalUnearnedDBI></p> <p>5. \$<DBI> DBI Disregard (if #4 is</p>	<p>Arial Font Size 7 / Right column of Contin ued Page</p>

	<p>greater than \$<DBI>) - \$<DisregardDBI></p> <p>6. Nonexempt Unearned Disability-Based Income = \$<NonexemptDBI></p> <p>OR</p> <p>7. Unused Amount of \$<DBI></p> <p>DBI Disregard = \$<UnusedDBI></p> <p>8. Total Earned Income + \$ <EarnedIncome></p> <p>9. Net Earnings from Self-Employment (from above) + \$<NetSelfEmployment2></p> <p>10. Subtotal = \$<Subtotal1></p> <p>11. Unused Amount of \$<DBI> (from #7)..... - \$<UnusedDBI2></p> <p>12. Subtotal = \$<Subtotal2></p> <p>13. Earned Income Disregard 50% - \$<EarnedIncomeDisregard></p> <p>14. Subtotal = \$<Subtotal3></p> <p>15. Nonexempt Unearned Disability-Based Income (from #6)..... + \$<NonexemptDBI2></p> <p>16. Other Nonexempt Income (Assistance Unit + Non-Assistance Unit Members) + \$<OtherNonexemptIncome></p> <p>17. Child Support collected by County...+\$<ChildSupport></p> <p>18. Total Net Countable Income = \$<NetCountableIncome></p> <p>19. Maximum Aid Payment</p> <p>Maximum Aid for <FamilyUnitSize> Persons (Assistance Unit + Non-Assistance Unit Members)..... \$ <FamilyMaxAidPayment></p> <p>Special Needs (Assistance Unit + Non-Assistance Unit Members) + \$<FamilySpecialNeeds></p> <p>20. Maximum Aid Payment = \$<MaxAidPayment></p>
--	--

2.9.3 NOA Variable Population

Add Budget Fragment Variable Population

This new budget will have variables that are populated with values from EDBC.

See Supporting Document #4 for the list of budget variables and its population.

Add Footer for new Budget

The budget footer will be the <ReasonFormNumber> variable which will generate the form number or footer of the reason fragment associated to this budget.

2.9.4 NOA Fragment Generation

Add Budget Fragment Generation

This new budget will be tied with new reason fragments **from the Section 2.7 and 2.8.**

Technical Note: When generating the NA 213A / M44-207M NOA, this will be the applicable budget visible in its associated NOA template.

Location on NOA: This new budget will be on the Continued Page of NOA.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	CW 29 mockup in English	CA 231790 - CW 29.pdf
2	NOA	CW Denial NOA mockup for scenario of Applicant MBSAC Test Fail	CA 231790 - CW - DN - MBSAC Fail.pdf
3	NOA	CW Denial NOA mockup for scenario of Recipient MAP Test Fail	CA 231790 - CW - DN - MAP Fail.pdf
4	NOA	Excel containing variables and variable population for	CA-231970 – Variables and Population.xlsx

		CalWORKs Recipient Test Budget fragment	
--	--	--	--

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.1.21	The LRS shall automate eligibility determination and benefit calculation for certain individual and case changes.	New eligibility logic will account for the changes to the applicant earned income disregard.
2.18.3.7	The LRS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	Automation of applicant EID forms and notices.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-235422

Mark the RE SAR7 packet as Complete when the Program is discontinued due to changes from the RE SAR7 packet

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Meenavalli S
	Reviewed By	Jason F, Ritu Ch, Caroline B, Binh Tran

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/25/2021	1.0	Initial Draft	Meenavalli S
12/08/2021	1.1	Added changes based on the BA comments	Meenavalli S
02/17/2022	1.2	Added changes based on the Content Revision1	Meenavalli S

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	5
	1.4 Assumptions	5
2	Recommendations.....	5
	2.1 CW/CF EDBC Rules Update.....	5
	2.1.1 Overview	5
	2.1.2 Description of Changes	5
	2.1.3 Programs Impacted	7
	2.1.4 Performance Impacts	7
3	Supporting Documents	7
4	Requirements.....	7
5	Migration Impacts	7
6	Outreach.....	8
7	Appendix.....	8

1 OVERVIEW

In CalSAWS, for CW(CalWORKs), RCA (Refugee Cash Assistance), NB (Nutritional Benefits) and CF (Cal-Fresh) Programs when the SAR7 or RE EDBC's run, CalSAWS application will evaluate and determine the benefits based on the worker entered data collection details. The new EDBC could be a FAIL (Discontinue/Denied) or PASS (Active).

Note: RCA Program will have SAR7 and not RE.

1.1 Current Design

For the CW/RCA/NB and CF Programs when the SAR7 or RE EDBC's run for the future month of SAR7 / RE due month, the SAR7 or RE Packets that are marked as "Reviewed-Ready to Run EDBC" are flipped to "Complete-EDBC Accepted" on the Customer Reporting Pages and RE Due date will be advanced when the Program is PASS / Active due to the changes from the RE Packet.

If any new Income added or expenses decreased etc., that negatively impacts the program and resulted in program closure (Discontinue/Denied), the SAR7 or RE Packets that are marked as "Reviewed-Ready to Run EDBC" are not being flipped to "Complete-EDBC Accepted" on the Customer Reporting Pages.

Also, for RE's the RE Due date will not be advanced when the Program is discontinued due to the changes from the RE Packet.

The SAR7/RE packet is marked as complete with Run Reason SAR7 / RE and RE date will be advanced when the Program is Rescind and made Active. The Run Reason SAR7 / RE is automatically applied after Rescind with Run EDBC and packet is flipped from "Reviewed-Ready to Run EDBC" to "Complete-EDBC Accepted" on the Customer Reporting Pages.

1.2 Requests

The purpose of this SCR is to set the SAR7 / RE packets that are marked as "Reviewed-Ready to Run EDBC" to be flipped to "Complete-EDBC Accepted" on the Customer Reporting Pages after the changes from SAR7 / RE Packet are applied and EDBC is run with Run Reason SAR7 / RE.

Additionally, when the program is rescinded and made Active for the Discontinued month, the PASS / Active EDBC need to be run with Run Reason SAR7 / RE even the SAR7 / RE packets are marked as "Complete-EDBC Accepted" on the Customer Reporting Pages and advance the RE due month based on the RE run reason.

1.3 Overview of Recommendations

- Update the Customer Reporting logic to flip the SAR7 / RE packets that are marked as “Reviewed-Ready to Run EDBC” to “Complete-EDBC Accepted” with the Run reason SAR7/RE **irrespective of the program status (Denied / Discontinued / Active)**.
- Update the EDBC logic to set the Run reason SAR7 / RE for the month when the program is PASS Active Regular EDBC and the SAR7 / RE is Past Due.
- Update the EDBC logic to advance the RE due month based on the RE run reason for the PASS Active Regular EDBC.

1.4 Assumptions

- There will be no Batch Run for this SCR.
- The EDBC will have the Run Reason SAR7 / RE.
- This change will apply to all counties.

2 RECOMMENDATIONS

2.1 CW/CF EDBC Rules Update

2.1.1 Overview

To ensure that RE/SAR7 Packets are flipped to “Complete-EDBC Accepted” when the EDBC is run with the Run reason SAR7/RE, EDBC rules need to be updated.

2.1.2 Description of Changes

1. Update the Customer Reporting logic to flip the SAR7/RE packets that are marked as “Reviewed-Ready to Run EDBC” to “Complete-EDBC Accepted” when the EDBC is run with the Run reason SAR7 / RE and Authorized **irrespective of the program status (Denied / Discontinued / Active)**.
2. Update the EDBC logic to set the Run reason SAR7 / RE for the month when the following conditions are met
 - a. When the program is made Active Regular EDBC
 - b. Ran EDBC for month after the SAR7 / RE Due month
 - c. The prior due SAR7 / RE Packet status is in “Complete-EDBC Accepted”
 - d. When the RE due month for the prior packet did not advance with the Run reason SAR7 / RE
3. Update the EDBC logic to advance the RE due month based on the RE run reason for the Active Regular EDBC when the RE is past Due.

Note: The RE / SAR7 Change reason logic should be followed based on the EDBC Run Reason: RE / SAR7

EDBC Scenario 1: Case with CW/CF SAR7/RE Due: 12/31/2021.

- a. Add income to Discontinue the CW/CF Programs
- b. Mark the SAR7/RE Packet in Customer Reporting Page to "Reviewed-Ready to Run EDBC".
- c. Run EDBC for 01/2022.

Expected Results:

- i. CW/CF EDBC for 01/2022 will be Discontinued with Run Reason: SAR7/RE
- ii. SAR7/RE Packet to be flipped to "Complete-EDBC Accepted" when Authorized.
- iii. For RE, RE Due date to not be advanced when Authorized.

EDBC Scenario 2: Case with CW/CF SAR7/RE Due: 12/31/2021.

- a. Mark the SAR7/RE Packet in Customer Reporting Page to "Reviewed-Ready to Run EDBC".
- b. Run EDBC for 01/2022.

Expected Results:

- i. If CW/CF EDBC for 01/2022 is Discontinued with Run Reason: SAR7/RE then SAR7/RE Packet to be flipped to "Complete-EDBC Accepted" when Authorized.
- ii. For RE, RE Due date to not be advanced when Authorized.
- iii. Rescind the CW Program and Run EDBC for 01/2022
- iv. On the EDBC Summary Page, display Run Reason: SAR7/RE
- v. For RE, Advance the RE Due date when Authorized

EDBC Scenario 3: (Existing Functionality) Case with CW/CF SAR7/RE Due: 12/31/2021.

- a. Add income to Discontinue the CW/CF Programs
- b. Mark the SAR7/RE Packet in Customer Reporting Page to "Reviewed-Ready to Run EDBC".
- c. Run EDBC for 01/2022.

Expected Results:

- i. CW/CF EDBC for 01/2022 will be Discontinued with Run Reason: SAR7/RE
- ii. SAR7/RE Packet to be flipped to "Complete-EDBC Accepted" when Authorized.
- iii. For RE, RE Due date to not be advanced when Authorized.
- iv. Reapply the CW Program in 03/2022 and Run EDBC for 03/2022.
- v. New RE Period will be established.

EDBC Scenario 4: (Existing Functionality) Case with CW/CF SAR7/RE Due: 12/31/2021.

- a. SAR7/RE Packet in Customer Reporting Page marked incomplete
- b. Run EDBC for 01/2022.

Expected Results:

- i. CW/CF EDBC for 01/2022 will be Discontinued.
- ii. SAR7/RE Packet will not be flipped to "Complete-EDBC Accepted" when Authorized.
- iii. For RE, RE Due date will not be advanced when Authorized.
- iv. Customer turned in completed packet and then Mark the SAR7/RE Packet in Customer Reporting Page to "Reviewed-Ready to Run EDBC".
- v. Rescind the CW Program and Run EDBC for 01/2022
- vi. On the EDBC Summary Page, display Run Reason: SAR7/RE
- vii. SAR7/RE Packet to be flipped to "Complete-EDBC Accepted" when Authorized.
- viii. For RE, Advance the RE Due date when Authorized.

2.1.3 Programs Impacted

CalWORKs, Refugee Cash Assistance, Cal-Fresh

2.1.4 Performance Impacts

N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

None

5 MIGRATION IMPACTS

None

6 OUTREACH

None

7 APPENDIX

None

CalSAWS

California Statewide Automated Welfare System

Proof of Concept

CA-237357

Shark Tank Innovation:

Marketing & Communications to Drive
Awareness and Adoption of Text Reminders

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Richard Martin
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/17/2021	1.0	Draft	Richard Martin
1/6/2022	2.0	Minor revision to 2.1.2.1	Amy Gill
2/23/2022	3.0	Content revision for extension	Amy Gill

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	5
	2.1 Marketing and Communications POC.....	5
	2.1.1 Overview	5
	2.1.2 Scope	5

1 OVERVIEW

1.1 Current Design

This System Change Request (SCR) describes the one-time Services that Accenture performed to design and implement a marketing and communications campaign as a proof of concept ("POC") for San Bernardino County ("County"). The purpose of the POC is to drive awareness and acquisition of San Bernardino County's CalFresh SMS Texting Program.

1.2 Requests

Grant approval for Accenture and San Bernardino County to run the Marketing & Communications POC.

1.3 Overview of Recommendations

1. Design, develop and implement a targeted marketing and communications strategy for Active San Bernardino CalFresh customers who are not opted in to text messaging.

1.4 Assumptions

1. The POC shall be delivered between November 18, 2021 and ~~February 22, 2022.~~ **March 31, 2022.**
2. POC Services are delivered at no charge to the County.
3. This POC includes a one-time Accenture investment of more than 1,350 staff hours to support the POC which includes more than 120 hours for paid advertising on Facebook and Instagram, and printing and stock image costs.
4. The POC will be executed in English and Spanish only.
5. Spanish translation services will be provided by the United Language Group.
6. All Accenture staff that support the POC were officially onboarded to CalSAWS.
7. The County will be responsible for posting organic content and Accenture will be responsible for posting paid media on Facebook and Instagram. A Media Plan Authorization was executed between Accenture and the County.
8. The County is responsible for all technical requirements associated with the development and implementation of the free Wi-Fi and configuration of Google Analytics for the new landing page. Accenture is responsible for the landing page design. Accenture will conduct regular meetings with the County team via Microsoft Teams to manage POC activities.
9. The County will identify and provide the appropriate County staff to support POC activities and provide required data throughout the term of the POC.
10. The County will approve all customer facing content prior to public release.
11. Accenture will have access to Personally Identifiable Information (PII) and it will be processed following provisions of Exhibit X, Accenture client data protection and Project policies.

12. An extension was approved. Paid social media will continue to run through March 9, 2022.

2 RECOMMENDATIONS

2.1 Marketing and Communications POC

2.1.1 Overview

This SCR describes the one-time Services that Accenture performed to design and implement a comprehensive marketing and communications campaign as a POC for San Bernardino County. The purpose of the POC is to drive awareness of the County's CalFresh SMS Texting Program.

2.1.2 Scope

The one-time services that will be delivered during the POC include:

1. The design and development of a targeted communications strategy which includes the composition and construction of marketing assets such as a new landing page design, office posters, paid media ads, and infographics.
2. Development and implementation of free Wi-Fi services that automatically navigate San Bernardino County CalFresh customers to the new landing page in the Transitional Assistance Department office.
3. The Accenture CalSAWS team will extract the first and last name, mobile number, and email address for the POC target audience. The target audience is all Active San Bernardino County CalFresh customers that have not opted into the SMS Texting Program; and have not explicitly opted out; and are at least 18 years old or are the primary account holder. The data will be placed in the CalSAWS SharePoint site.
4. The Accenture team will report to the County the percentage of San Bernardino County CalFresh customers that have opted into the SMS Texting Program on 12/22/2021, 1/31/2022, and 2/18/2022.
5. Development and execution of a social media campaign on Facebook and Instagram for the POC target audience. The social media campaign will include both paid and organic social content.
6. Reporting: Design, development and distribution of reports that highlight customer engagement metrics associated with the POC including a mid-campaign and wrap report. The project team will complete a wrap-up report and will present findings and recommendations to Consortium, County, and Accenture leadership on March 14, 2022.

CalSAWS

California Statewide Automated Welfare System

Design Document

SCR CA-228869 – Create OCR Override and
OCR Split Override

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rhiannon Chin
	Reviewed By	Chris Vasquez

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/16/2021	1.0	Draft	
12/28/2021	1.0	Added that the form name will default to the user selection if the confidence threshold is not met	
2/25/2022	1.1	Renamed the OCR Override flag to OCR Bypass	

DRAFT

Contents

1	Overview	4
1.1	Current Design	4
1.2	Requests	4
1.3	Overview of Recommendations	4
1.4	Assumptions	4
2	Recommendations	5
2.1	Add an OCR Override flag	5
2.1.1	Overview	5
2.1.2	Description of Change	5
2.2	Add an OCR Split Override flag	5
2.2.1	Overview	5
2.2.2	Description of Change	5
3	Requirements	7
3.1	Project Requirements	7

1 OVERVIEW

This SCR will add flags to allow users to override OCR processing.

1.1 Current Design

Currently, there is no way for a scanning user to flag documents that should not be processed or split by OCR.

1.2 Requests

Add a way for scanning users to indicate if a document should not be processed by OCR or split by OCR.

1.3 Overview of Recommendations

- Add an ~~OCR Override~~OCR Bypass flag
- Add an OCR Split Override flag

1.4 Assumptions

- Barcoded documents read at the point of scan will follow the existing process.
- Documents that bypass OCR will follow the existing task generating and person selection rules.
- The OCR process and training will not be changed with this SCR.
- The Specialty (RBD, Hearings, and SIU) and Other County Department (AAP, CWS, QA/QC, and IHSS) capture modes will not be impacted by this SCR.

2 RECOMMENDATIONS

2.1 Add an ~~OCR Override~~OCR Bypass flag

2.1.1 Overview

With this SCR, users will have a way to indicate if a document should not be processed by OCR.

2.1.2 Description of Change

Add an ~~OCR Override~~OCR Bypass flag to the Imaging Solution. This will display for the following capture modes:

- Single Case
- Multi Case
- Returned Mail
- Ignore Barcode

The flag will display as a True/False field. The flag is applicable to the document, not to the batch. A True selection means the document will not be processed by OCR. A False selection means the document will be indexed by OCR following the existing process.

If the document is time-sensitive, the barcode is not read at the point of scan, and the ~~OCR Override~~OCR Bypass flag is set to "True", users will need to manually index the document and update the CalSAWS Customer Reporting page. The Imaging Solution will not attempt to read or insert a barcode number after a document is submitted from QA and Indexing.

This field will default to "False".

2.2 Add an OCR Split Override flag

2.2.1 Overview

With this SCR, users will have a way to indicate if a document will or will not split by OCR.

2.2.2 Description of Change

Add an OCR Split Override flag to the Imaging Solution. This will display for the following capture modes:

- Single Case
- Multi Case
- Returned Mail
- Ignore Barcode

The flag will display as a True/False field. The flag is applicable to the document, not to the batch. A True selection means the document will not be split by OCR. A False selection means the document may be split by OCR depending on the confidence thresholds.

This will default to "True".

If the confidence threshold is not met, the form name will default to the user selected value. These documents will not go to the Exception queue. If the form name is <Pre-OCR> or Unknown, the document will go to the Exception queue.

DRAFT

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2199	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:</p> <ol style="list-style-type: none"> 1) Automatically categorize all system generated documents. 2) Automatically categorize up to 70 person level/verification documents. 3) Read the form number from a specified location on the document(s) to be determined during detailed design. 4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata. 4a) Documents with no case number are automatically sent to a quality assurance queue for review. 5) Compare the confidence score of all automatically categorized documents to a confidence threshold. 5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review. 6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design. 	<p>Documents captured can have the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-203793

MEDS: Create EW32 Transaction for Daily Batch

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sowmya Coppisetty
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
10/08/2020	1.0	Initial Draft	Sowmya Coppisetty
12/17/2020	1.1	Revisions based on BA review	Sowmya Coppisetty
1/20/2021	1.2	Updates from the committee review and Analysts	Sowmya Coppisetty.
12/15/2021	1.3	Design clarification added to section 2.1.2.	Sowmya Coppisetty
01/07/2022	1.4	Design clarification added to section 2.3	Sowmya Coppisetty
01/11/2022	1.5	Content revision updates added to section 2.1.2	Sowmya Coppisetty

Table of Contents

1	Overview	4
1.1	Current Design.....	4
1.2	Requests.....	4
1.3	Overview of Recommendations.....	4
1.4	Assumptions	4
2	REcommendations	5
2.1	Create a new EW32 transaction to the MEDS daily outbound file.....	5
2.1.1	Overview	5
2.1.2	Description of Change.....	5
2.2	Event Streaming for EW32 Transactions.....	8
2.2.1	Overview	8
2.2.2	Description of Changes	8
2.2.3	Execution Frequency.....	9
2.2.4	Key Scheduling Dependencies	9
2.2.5	Counties Impacted	9
2.2.6	Data Volume/Performance	9
2.2.7	Failure Procedure/Operational Instructions.....	9
2.3	File/Record layout and Data mapping for EW32 transaction.....	9
2.4	Add new MEDS Alerts related to EW32 Transactions into CalSAWS	11
2.4.1	Overview	11
2.4.2	Description of Changes	11
2.5	Living Arrangements Detail page.....	13
2.5.1	Overview	13
2.5.2	Living Arrangement Detail Mockup	14
2.5.3	Description of Changes	14
2.5.4	Page Location	14
2.5.5	Security Updates.....	14
2.5.6	Page Mapping.....	15
2.5.7	Page Usage/Data Volume Impacts	15
3	Requirements.....	15
3.1	Project Requirements.....	15

1 OVERVIEW

The Medi-Cal Eligibility Data System (MEDS) system tracks individual eligibility and supports the delivery of health care services for the Medi-Cal program. Depending on the transaction type, the update information in the transaction record may include new or changed eligibility and/or demographic information.

There are variety of transaction types in a single MEDS outbound batch file. The business rules used to populate a given batch file varies by transaction type. With this SCR a new transaction type of 'EW32' will be created for the Med-Cal program to report incarceration details in CalSAWS to MEDS.

1.1 Current Design

Currently in CalSAWS, there does not exist an automated process to report the incarceration status or updates to the incarceration status of an individual in CalSAWS to MEDS in the daily MEDS outbound file. The EW32 transaction is currently online only and initiated by a worker outside of the CalSAWS.

1.2 Requests

1. Add a new transaction type of 'EW32' to the MEDS daily outbound file that will report the incarceration status and updates to the incarceration status to MEDS.
2. Add new MEDS Alerts to the existing list of MEDS Alerts in CalSAWS related to EW32.
3. Update the living arrangement detail page fields 'Name' and 'Living Arrangement Type' to be non-editable in edit mode.

1.3 Overview of Recommendations

1. Create a new streams job for the EW32 transaction to retrieve information on incarceration status and any updates to the incarceration status of an individual Active on a Medi-Cal program in CalSAWS and send this information to MEDS as part of the daily MEDS outbound file.
2. Add new MEDS Alerts to the existing list of MEDS Alerts in CalSAWS related to the EW32 transaction.
3. Update the living arrangement detail page fields 'Name' and 'Living Arrangement Type' to be non-editable in edit mode.

1.4 Assumptions

1. Workers will continue to have the option to submit an online EW32 transaction manually to MEDS when appropriate.
2. There are no changes with this SCR to the automated data collection updates (e.g., Household Status) made by the Los Angeles County Probation interface. Future changes are planned with SCR CA-50091.

2 RECOMMENDATIONS

2.1 Create a new EW32 transaction to the MEDS daily outbound file

2.1.1 Overview

The EW32 transaction will report information pertaining to incarceration (initiating suspension), reporting a release (ending suspension), and to correct previously reported suspension start and/or release dates in CalSAWS to MEDS as part of the daily MEDS outbound file for persons Active on the Medi-Cal program.

With this SCR, a new daily streams job will be created to generate and save the EW32 transaction data in the CalSAWS database, and once all the types of transactions are generated and saved, the final MEDS outbound job will retrieve the records from the database and send them to MEDS in the daily MEDS outbound file.

2.1.2 Description of Change

1. Create a new daily streams job for the EW32 transaction that will generate and save the EW32 transaction information in the CalSAWS database and send them to MEDS in the daily MEDS outbound file.

The EW32 transactions will be used to report an incarceration date (Arrival Date), report a release date (Departure Date), and to correct previously reported incarceration arrival and/or departure dates of the individual from the Living Arrangement Detail page (refer to figure 2.1.1) to MEDS in the daily outbound file.

Living Arrangements Detail

*- Indicates required fields

Next Edit Close

Change Reason	
Change Reason: Reported on PR/RE	Reported Date: 04/22/2020

View

Name: *	Living Arrangement Type: * Incarcerated	
Name of Location (Institution, Center, Shelter, Facility, etc.): PITCHESS DETENTION CENTER NORTH FACILITY		
Arrival Date: * 03/03/2020	Departure Date:	Expected Date of Release:

Next Edit Close

Figure 2.1.1 Living Arrangement Detail Page

2. Trigger the EW32 transaction when any of the following conditions are met for the individual who is in 'Active' status with a role of 'Member' on a Medi-Cal program with a 'Incarcerated' Living Arrangement Type:
 - a. A new incarceration record with an Arrival Date is entered on the Living Arrangement Detail page.
 - b. A Departure Date has been entered into an existing incarcerated Living Arrangement Detail record.
 - c. An update is made to the Arrival Date field of an existing incarceration record on the Living Arrangement Detail page.
 - d. An update has been made to the Departure Date of an existing incarceration record on the Living Arrangement Detail page.
3. The below data specific to the EW32 transactions will be sent to MEDS. Please refer to the detailed list of data elements sent in the EW32 transaction in Section 2.2.

Required Data to be sent in the transaction:

- a. Last Name: Last name of the incarcerated individual
- b. First Name: First Name of the incarcerated individual
- c. Initial: Initial or the first alphabet of the incarcerated individual
- d. Incarceration date: This date refers to the Arrival Date entered and saved on the Living Arrangement Detail page. The arrival/incarceration date is a mandatory field and will be sent as follows:
 - Data Element Number- 9345
 - Format: CCYYMMDD
 - Be greater than or equal to 01/01/2010
 - Be equal to or lesser than batch Date
 - Cannot overlap an existing incarceration period

Optional data to be sent in the transaction:

- e. Case Name
- f. District Code
- g. EW Code: Eligibility Worker (EW) Code
- h. Release date: This date refers to the Departure Date entered and saved in the Living Arrangement Detail page for an incarcerated record and it will be sent as follows:
 - Data Element Number-9350
 - Format: CCYYMMDD
 - Equal to or greater than the INCARCERATION-DATE or CORRECTION INCARCERATION DATE
 - Equal to or lesser than batch date
- i. CORRECTION INCARCERATION DATE: When the Arrival date is updated in the Living Arrangement Detail Page, the updated Arrival date will be sent in this data element and it will be sent as follows:

- Data Element Number -9360
 - Format: CCYYMMDD
 - This date must be equal to or lesser than batch date or the original arrival/incarceration date
 - If correction Incarceration Date is on a transaction, then Incarceration date should be a required field.
- j. CORRECTION RELEASE DATE: When the Departure date is updated in the Living Arrangement Detail Page, the updated Departure date will be sent in this data element and it will be sent as follows:
- Data Element Number -9365
 - Format: CCYYMMDD
 - This date must be equal to or lesser than batch date or the original departure/release date
 - If Correction release Date is on a transaction, then release date should be a required field.
4. When the Arrival/Incarcerated date is updated more than once on the Living Arrangement Detail page the last reported Correction Incarceration date to MEDS will be populated in the Incarceration date data element in the EW E32 Transaction.
 5. When the Departure/Release date is updated more than once on the Living Arrangement Detail page the last reported Correction Release date to MEDS will be populated in the release date data element in the EW32 Transaction.
 6. When an existing open period of incarceration (incarceration with no release date) is updated with a release/departure date in the Living Arrangement Detail page and a new open period of incarceration is reported and added for the individual on the same day then 2 separate EW32 transactions will be sent to MEDS.
 7. When a 'Incarcerated' living arrangement type record with a Departure/Release date is removed from the living arrangement list page a batch EW32 transaction will be triggered and sent with a Correction Release Date equal to the Incarceration/Arrival Date to MEDS.
 8. When a 'Incarcerated' living arrangement type record without a Departure/Release date is removed from the living arrangement list page A batch EW32 transaction will be triggered and sent with a Release Date equal to the Incarceration/Arrival Date to MEDS.

Note: CalSAWS will display incarcerated data received from partner systems on the Living Arrangement Detail page.

2.2 Event Streaming for EW32 Transactions

2.2.1 Overview

The EW32 transactions will be architected to leverage the “Stream Processing Architecture” and run the job during business hours.

2.2.2 Description of Changes

1. A connector will be set up to gather the individual’s arrival and departure dates from the Living Arrangement Detail page for the incarcerated record type.
2. Below is the list of source tables from which connector will be gathering and sending corresponding IDs (System generated primary key for the tables) to the source topics for downstream processing. No PII data will be stored in the source topics.
 - a. LIVING_ARRGMT
3. A streaming application will monitor the source topics, process the data, and send the IDs of cases that need to be sent to MEDS to a sink topic.
4. A consumer application will process the data from the sink topic, generate EW32 transactions using the processing logic, and stage them in the MEDS transaction table for the final job to create an outbound file.

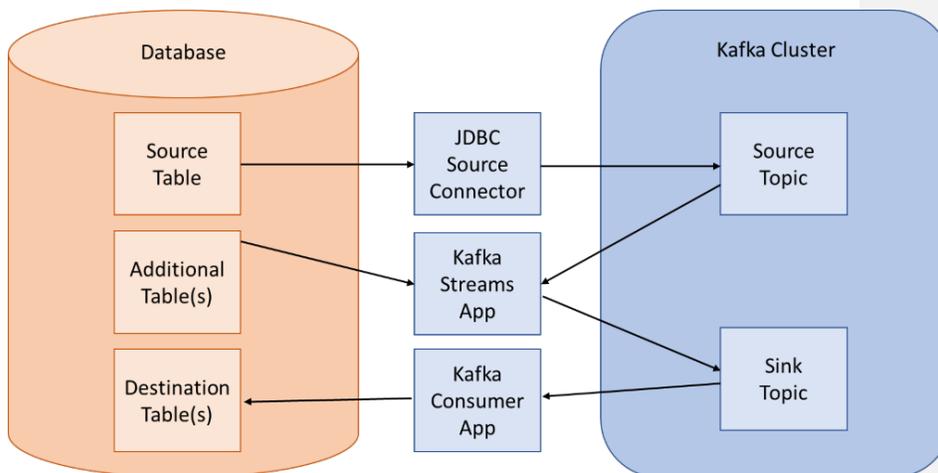


Figure 2.2.1 Streams Processing Architecture for EW32 Transaction

2.2.3 Execution Frequency

Source Connector and Streams Application will be running 24X7.
Consumer Applications will be scheduled to run every hour.

2.2.4 Key Scheduling Dependencies

Consumer Application will be set as the predecessor to the MEDS outbound writer job.

2.2.5 Counties Impacted

All counties.

The 57 Migration Counties will inherit this functionality at the time of migration.

2.2.6 Data Volume/Performance

N/A

2.2.7 Failure Procedure/Operational Instructions

The Batch/Tech Operation Support Team will evaluate errors, diagnose the issue and work with the appropriate teams to resolve the failure.

2.3 File/Record layout and Data mapping for EW32 transaction

MEDS TRANSACTION HEADER RECORD					
FIELD NAME	FIELD DESCRIPTION	TYPE	POSITION	LENGTH	REQUIRED
TRANSACTION_CODE	Transaction code	AN	1	4	Y
SOURCE_SYSTEM_ID_CHARACTER	Source ID	AN	5	2	Y
SOURCE_SYSTEM_ID_COUNTY	County code	AN	7	2	Y
FORMAT_INDICATOR	Field format indicator	AN	9	1	Y
FILLER	N/A	AN	10	24	Y
CREATION_DATE	Date component of record time stamp. YYYYMMDD	N	34	8	Y

MEDS TRANSACTION HEADER RECORD					
FIELD NAME	FIELD DESCRIPTION	TYPE	POSITION	LENGTH	REQUIRED
CREATION_TIME	Time component of record time stamp. HHMMSSST	N	42	8	Y
BATCH_NUMBER	Batch number	AN	50	3	Y
FILLER	N/A	AN	53	1	Y
MEDS_ID	Social Security Number	AN	54	9	Y
MEDS_ID_CHECK_DIGIT	SSN check digit	AN	63	1	Y
CLIENT_INDEX_NUMBER	Client Identification Number (CIN)	AN	64	9	Y
CIN_CHECK_DIGIT	CIN check digit	AN	73	1	Y
COUNTY	County code	AN	74	2	Y
AID_CODE	Aid code	AN	76	2	Y
SERIAL	Serial number	AN	78	7	Y
FAMILY_BUDGET_UNIT	Family Budget Unit (FBU)	AN	85	1	Y
PERSON_NUMBER	Person number	AN	86	2	Y
BIRTHDATE	Date of birth. YYYYMMDD	N	88	8	Y
CUSTOMER_KEY	Customer key	AN	96	9	Y
FILLER	N/A	AN	105	11	Y
VARIABLE_DATA_LENGTH	Length of key / value pair section following this field in this record	N	116	5	Y

* The AID_CODE data element in the MEDS transaction header will be sent as 'IE' for the EW32 transaction.

*The FAMILY_BUDGET_UNIT data element in MEDS transaction header will be sent as '0' for the EW32 transaction

* CREATION_TIME data element in the MEDS transaction header will be sent as '00000000' for the EW32 transaction

EW32: Report Incarceration and Suspension status					
FIELD NAME	FIELD DESCRIPTION	TYPE	POSITION	LENGTH	REQUIRED
LAST-NAME*	Last name	AN		20	Y
FIRST-NAME*	First name	AN		15	Y
INITIAL*	Initial	AN		1	Y
INCARCERATION-DATE	Incarceration/Arrival date of the individual	N		8	Y
CASE-NAME	Case Name	AN		18	N
DISTRICT	District Code	AN		3	N
EW_CODE	Eligibility Worker (EW) Code	AN		4	N
RELEASE_DATE	Release date of the individual	N		8	N
CORRECTION INCARCERATION DATE	Updated incarcerated/arrival date	N		8	N
CORRECTION RELEASE DATE	Updated release/departure Date	N		8	N

2.4 Add new MEDS Alerts related to EW32 Transactions into CalSAWS

2.4.1 Overview

This SCR will add new MEDS Alerts related to the EW32 transactions into CalSAWS.

2.4.2 Description of Changes

1. Add the new MEDS Alerts below to the existing list of MEDS Alerts on the MEDS Alert Admin Detail page.
 - The new MEDS Alerts will be in 'Active' status by default for all counties unless an Admin User updates the status of the Alert to 'Inactive' on the MEDS Alert Admin Detail page.
 - The Task Information section in the MEDS Alert Admin Detail page for each Alert will be available as follows:
 - a. Set the Status to 'Inactive'.
 - b. The Task Type and Task Sub-Type values will initially be set to blank. If an Admin User updates the Status field in this section to be 'Active', page validation will enforce the selection of a Task Type value. This approach will allow each county to specify a

county specific Task Type as needed rather than a prescribed Task Type.

- c. The Long Description associated to each of these tasks:
 MEDS Alert {Alert ID} – {Alert Description} has been received.
 Due Date: Default Due Date
 Default Due Date: 10 Days
 Initial Assignment: Default Assignment
 Default Assignment: MEDS Alert Task Distribution

Alert 0506

Internal Alert ID	0813
Alert Description (TITLE_DESCR)	INDIVIDUAL RELEASED FROM INCARCERATION. RE-EVALUATE
Explanation (TEXT_DESCR)	A Release Date was added to MEDS to indicate an individual is no longer incarcerated.
Automation Indicator	No
Task Creation	No
Action Type	Action
Action (ACTN_DESCR)	Confirm contact information (mailing address, residence address, etc.) is current. Determine if individual's Medi-Cal has been reactivated. If not, re-evaluate to determine if the individual is eligible for Medi-Cal benefits.

Alert 1109

Internal Alert ID	0816
Alert Description (TITLE_DESCR)	RELEASE DATE CANNOT BE EARLIER THAN INCARCERATION DATE
Explanation (TEXT_DESCR)	User has entered an Incarceration Date or Correction Incarceration Date that is greater than the Release Date on the EW32 transaction.
Automation Indicator	No
Task Creation	No
Action Type	PRI-REJ*
Action (ACTN_DESCR)	User must evaluate dates and re-enter date(s) so that the Incarceration or Correction Incarceration Date is prior to the Release Date or Correction Release Date (if also entered).

Alert 2206

Internal Alert ID	0812
Alert Description (TITLE_DESCR)	INCARCERATION PERIOD ALREADY ACTIVE ON MEDS
Explanation (TEXT_DESCR)	A transaction was submitted to add an Incarceration Date to a record with an active incarceration. If the Incarceration Date needs to be corrected, follow correct procedures.
Automation Indicator	No
Task Creation	No
Action Type	PRI-REJ*
Action (ACTN_DESCR)	N/A

Alert 2207

Internal Alert ID	0814
Alert Description (TITLE_DESCR)	NO ACTIVE INCARCERATION TO RELEASE
Explanation (TEXT_DESCR)	A transaction was submitted to add a Release Date to a record without an active Incarceration. Determine if you are updating the correct record and confirm if you also need to add an Incarceration Date
Automation Indicator	No
Task Creation	No
Action Type	PRI-REJ*
Action (ACTN_DESCR)	N/A

Commented [TT1]: From MEDS: A transaction was submitted to add a Release Date to a record without an active Incarceration. Determine if you are updating the correct record and confirm if you also need to add an Incarceration Date.

Commented [CS2R1]: Updated to the what is in MEDS

2.5 Living Arrangements Detail page

2.5.1 Overview

The Living Arrangements Detail page allows workers to add or edit a living arrangement. With the introduction of the new EW 32 MEDS batch transaction, which sends updates about the status of an "Incarcerated" type of Living Arrangement to MEDS, it is no longer appropriate to allow

workers to edit the 'Name' or 'Living Arrangement Type' fields. These fields will be updated to be non-editable, after a record is initially created; if these fields are entered incorrectly workers will be required to remove the incorrectly added record and create a new one from the Living Arrangements List page.

2.5.2 Living Arrangement Detail Mockup

Living Arrangements Detail

* - Indicates required fields

Save and Return Cancel

Change Reason

New Change Reason: * - Select -	New Reported Date: * <input type="text"/>
Change Reason: Participant Provided - Verbal	Reported Date: 01/17/2021 <input type="button" value="View"/>

Name: *
Test, Test 38F

Living Arrangement Type: *
Incarcerated

Name of Location (Institution, Center, Shelter, Facility, etc.):

Arrival Date: * 01/17/2021 <input type="text"/>	Departure Date: <input type="text"/>	Expected Date of Release: <input type="text"/>
---	--	--

Save and Return Cancel

Figure 2.1.1 – Mockup Name

2.5.3 Description of Changes

1. Update fields to be non-editable text when the page is in Edit mode:
 - a. 'Name'
 - b. 'Living Arrangement Type'

2.5.4 Page Location

- Global: Eligibility
- Local: Customer Information
- Task: Living Arrgmt

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.2	The LRS shall trigger automated requests for LRS Data exchange of information with other systems, based on information captured during the application registration, application evaluation, intake, case maintenance, and referral processes.	Create a new transaction type 'EW32' to report incarceration information of individuals in CalSAWS to MEDS.
2.20.1.6	The LRS shall parse and display interface Alerts by system-related and User-related errors and generate reports for analysis and corrective actions by CONTRACTOR and for review by COUNTY.	Add new MEDS Alerts to the CalSAWS system