

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-239571

BenefitsCal – Two Way Messaging

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio, Erika Kusnadi
	Reviewed By	Sricharitha Admala, Hisashi Horino, Pramisha Chintapalli, Melissa Mendoza, William Baretsky

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1 OVERVIEW

This System Change Request (SCR) will implement a new API to support the two-way messaging functionality for the BenefitsCal portal.

1.1 Current Design

Currently, the CalSAWS worker can send the customer a message via the BenefitsCal portal. The worker is able to do this by sending a message through the e-Messages pages. The customer is unable to send a message back to the worker through the portal. They are also unable to initiate a message to their worker.

1.2 Requests

The BenefitsCal portal has the following requirements:

1. The system shall include the following components for message reply:
 - a. Ability to view and manage messages.
 - b. Display a worker ID when the user receives a message response.
2. The system shall include the following components for message set-up:
 - a. The ability for Counties to opt-in to use two-way messaging.
 - b. Display to the user that their message(s) will be responded to within the set number of business days.
3. The system shall allow a customer to send a message with the following components:
 - a. Program (CW, CF, MC, WTW, GA/GR) or "I don't know" field for users submitting a message.
 - b. Pre-defined questions based on the user's selection of the Program when submitting a message. The system shall also display "Other" for the user to type their question.
 - c. Mandatory fields indicated
 - d. A "x" character limit for messages.
4. The Portal shall send the information related to actions taken by the portal user including action opened/viewed and completed by client to CalSAWS.
5. The system shall display and allow the Portal user to initiate a message to a worker.
6. The system shall display and allow the Portal user to respond to worker initiated actions.
7. When a user reads a message the system shall send the status of the message to CalSAWS (read, unread).
8. The system shall allow the user to resolve the request in the select message by uploading verifications or viewing a document.

1.3 Overview of Recommendations

1. Update the e-Messages pages to support two types of messages:
 - a. Message
 - b. Action
2. Create an e-Messages search page for the worker to search for messages associated to the case.
3. Create a reminder for the worker to view their messages on the CalSAWS homepage.
4. Create a new API to accept messages from BenefitsCal and update the status of existing messages.
5. Update the e-Messages pages to send BenefitsCal the status of existing messages.
6. Update the logic for BenefitsCal Messaging API to send new mandatory fields.
7. Update the 2 non-compliance batch jobs (PO19C1188 and PO19C1189) implemented by CA-241998 Update BenefitsCal GR Non-Compliance Job to send BenefitsCal the new mandatory fields when sending a system message.
8. Create a data change request to make the existing e-Messages compatible with the new e-Messages Search and Detail pages.

1.4 Assumptions

1. Counties that would like to opt-in/opt-out to the Two-Way Messaging functionality will need to submit a County Enhancement Request to change their preference after this SCR is deployed to production. The opt-in/opt-out functionality applies for both CalSAWS and BenefitsCal.
2. This SCR is utilizing the existing security rights and groups for the existing e-Messages pages.
3. Community-Based Organizations/Assistors do not have access to BenefitsCal Two-Way messaging. This is a future effort.
4. Counties can set the due dates for Actions based on their county business process and/or need.
5. All existing functionalities will remain unchanged unless called out as part of this SCR.

2 RECOMMENDATIONS

2.1 CalSAWS Homepage

2.1.1 Overview

The CalSAWS Homepage is the first screen that a worker interacts with when they log-in to the system. This SCR will add a new section so that the worker will see a summary count of e-Messages that require their attention.

2.1.2 Homepage Mockup

The mockup shows a user interface for the CalSAWS homepage. At the top, a dark blue header contains the text "Welcome, Adrienne Wickliff!", "SAN BERNARDINO", and "Wednesday, March 30, 2022". Below the header, there are three main sections: a login area with "Worker ID: 90AS00010Z", "County: 36 - San Bernardino", and "Case Number:" with a "Submit" button; a "Business Intelligence" section with a link to "DPSSTATS Data Warehouse Homepage"; and a "My e-Messages" section with a table showing counts for various message types.

Welcome, Adrienne Wickliff! SAN BERNARDINO Wednesday, March 30, 2022																
Worker ID: 90AS00010Z	County: 36 - San Bernardino	Case Number: <input type="text"/> <input type="button" value="Submit"/>														
Announcements <table border="1"> <thead> <tr> <th>Type</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Release 22.03.07-Release Notes</td> <td>CalSAWS</td> </tr> <tr> <td>Release Note Report</td> <td>CalSAWS</td> </tr> </tbody> </table>	Type	Date	Release 22.03.07-Release Notes	CalSAWS	Release Note Report	CalSAWS	Quick Links <ul style="list-style-type: none"> Reception Log Reminders 	My e-Messages <table border="1"> <tbody> <tr> <td>Received</td> <td>0</td> </tr> <tr> <td>Read</td> <td>2</td> </tr> <tr> <td>Action Response Overdue</td> <td>0</td> </tr> <tr> <td>Action Completed - Needs Review</td> <td>0</td> </tr> </tbody> </table>	Received	0	Read	2	Action Response Overdue	0	Action Completed - Needs Review	0
Type	Date															
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Release Note Report	CalSAWS															
Received	0															
Read	2															
Action Response Overdue	0															
Action Completed - Needs Review	0															
<p>Riverside County</p>	My Tasks	My Schedule														
Business Intelligence <ul style="list-style-type: none"> DPSSTATS Data Warehouse Homepage 	My New Assignments	My Reminders <table border="1"> <thead> <tr> <th></th> <th>Due Date</th> </tr> </thead> <tbody> <tr> <td colspan="2"> </td> </tr> </tbody> </table>		Due Date												
	Due Date															
My Reports <table border="1"> <tbody> <tr> <td>Reports generated within the last 3 days</td> <td>0</td> </tr> <tr> <td>Subscriptions expiring within 30 days</td> <td>0</td> </tr> </tbody> </table>	Reports generated within the last 3 days	0	Subscriptions expiring within 30 days	0												
Reports generated within the last 3 days	0															
Subscriptions expiring within 30 days	0															

Figure 2.1.2-1 e-Messages Expanded View

Welcome, Adrienne Wickliff! SAN BERNARDINO Friday, February 25, 2022

Worker ID: 90AS00010Z County: 36 - San Bernardino Case Number: Submit

▼ Announcements	Type	Date
Release 22.01.13-Release Notes	CalSAWS	
Release Note Report	CalSAWS	



Mono County

▼ Business Intelligence
DPSSTATS Data Warehouse Homepage

▼ Quick Links
Reception Log
Reminders

▼ My e-Messages
▶ My Tasks
▶ My Schedule
▶ My New Assignments
▶ My Reminders Due Date

▼ My Reports
Reports generated within the last 3 days 0
Subscriptions expiring within 30 days 0

Figure 2.1.2-2 e-Messages Collapsed View

2.1.3 Description of Changes

1. Create a new section on the CalSAWS Homepage titled “My e- Messages” under the “Quick Links” section (refer to above figures) with the following information (for more information, please refer to the Appendix section for more detail on each statuses):
 - a. Upon loading of the Homepage screen, the e-Messages section will be in expanded view if there are any e-Messages available for the worker to action. Otherwise, if all counts are 0 for the 4 categories listed above, the e-Messages section will load in collapsed view.
 - b. Display the new “My e-Messages” section for workers that are assigned to the “e-MessagesSearchView” security right and belong to a county that has opted-in to the two-way messaging functionality.

For workers that belong to counties that have opted-out of the two way messaging functionality, the “My e-Messages” section will not display
 - c. The following categories are displayed:
 - i. Received
 1. The count represents the number of e-Messages in Received status associated to the Worker ID that is displayed on the Worker ID field. Received status

means that the worker has received a message from the BenefitsCal customer.

- a. Clicking the count hyperlink will navigate the user to the e-Messages Search page with the search results displaying e-Messages that are in 'Received' status.

ii. Read

1. The count represents the number of e-Messages in Read status associated to the Worker ID that is displayed on the Worker ID field. Read status means that the BenefitsCal customer has read the e-Message sent by the worker.

- a. Clicking the count hyperlink will navigate the user to the e-Messages Search page with the search results displaying e-Messages that are in 'Read' status.

iii. Action Response Overdue

1. The count represents the number of Action Type e-Messages whose overdue for a response and associated to the Worker ID that is displayed on the Worker ID field. A response is overdue when the action has received no response (e-Message status is New Action) and is passed the due date set on the action.

- a. Clicking the count hyperlink will navigate the user to the e-Messages Search page with the search results displaying e-Messages that are action type, received no response by the due date set on them.

iv. Action Completed – Needs Review

1. The count represents the number of Action Type e-Messages in Action Completed status associated to the Worker ID that is displayed on the Worker ID field. Action Completed status means that the BenefitsCal customer has completed the action initiated by the worker and will need to be reviewed by the worker.

- a. Clicking the count hyperlink will navigate the user to the e-Messages Search page with the search results displaying e-Messages that are in 'Action Completed' status.

2.1.4 Page Location

- **Global: Homepage**

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
e-MessagesSearchView	Search e-Messages	e-Messages View e-Messages Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
e-Messages View	Search and View e-Messages	Eligibility Staff Eligibility Supervisor Regional Call Center Staff Regional Call Center Supervisor System Administrator View Only
e-Messages Edit	Reply to e-Messages	Eligibility Staff Eligibility Supervisor Regional Call Center Staff Regional Call Center Supervisor System Administrator

Note: The following Security Rights, Security Group and Group to Role mapping are already existing in CalSAWS.

2.1.6 Page Mapping

Add the new "My e-Messages" fields to page mapping

2.1.7 Page Usage/Data Volume Impacts

Estimated 30000 e-Messages records.

2.2 Case Summary

2.2.1 Overview

The Case Summary page displays important case information to the worker. This SCR will add a notification on the Self-Service Portal section when an e-Message is ready to be actioned for the particular case.

2.2.2 Case Summary Mockup

Case Summary

Images
Capture
Generate Coversheet

Case Name	County
Case Name	San Bernardino

▼ Companion Cases

Case Number	Case Name
<input type="checkbox"/> 1234567	Case Name
Remove	Add

▼ Self-Service Portal [A new e-message is available for this case.]

e-Applications

e-App Number	Applicant Name	ES/IN	Application Date	e-App Status
222222	Testing, Jane 45	No	10/18/2021	Transferred to System

Linked Persons

Person Name	CBO
MORGAN, MORGANA	Yes
Badgley, Wilda	
Badgley, Wild	
Badgley, Cese	Yes

Display:
 View

▶ Child Care

Figure 2.2.2-1 Case Summary Expanded View

Case Summary

Images Capture Generate Coversheet

Case Name [Case Name](#) County San Bernardino

▼ Companion Cases

Case Number	Case Name
<input type="checkbox"/> 1234567	Case Name

Remove Add

▶ Self-Service Portal [A new e-message is available for this case.]

Display: 04/01/2022 View

▶ Child Care

Figure 2.2.2-2 Case Summary Collapsed View

2.2.3 Description of Changes

1. Add a new yellow banner message to the Self-Service Portal section on the Case Summary page as shown on Figure 2.2.1 and Figure 2.2.2.
 - a. Display the yellow banner on the Self-Service section with the message “[A new e-message is available for this case.]” when one of the following conditions are met:
 - i. There is an e-Message that is in “Received” status.
 1. e-Messages with Status field equal to “Received”.
 - ii. There is an Action Type e-Message that is in “Action Completed” status.
 1. e-Messages with Action Type field is equal to “Action Completed”.

2.2.4 Page Location

- **Global: Eligibility**
- **Local: Case Summary**
- **Task: Case Summary**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

Estimated 30000 e-Messages records.

2.3 E-Messages Search Page

2.3.1 Overview

The e-Messages Search Page will be updated to allow workers to search for e-Messages that are addressed to them, created by them or e-Messages related to a particular case.

2.3.2 E-Messages Search Mockup

The mockup shows a web interface for e-Message search. On the left is a sidebar titled 'e-Tools' with a list of navigation items: 'E-Application' (expanded), 'e-Application Search', 'e-Application Document Search', 'Case Link Request', 'Self-Service Portal', 'Customer Privacy', 'E-Messages' (highlighted), 'Application Registration Search', and 'Inter-County Transfer'. The main content area is titled 'e-Messages Search' and includes a legend: '* - Indicates required fields'. The search form contains several fields: 'e-Message Type: *' (dropdown menu set to 'All'), 'e-Message Status: *' (dropdown menu set to 'All'), 'Search By: *' (dropdown menu set to 'All'), and 'Message Date Range *' with 'Begin Date:' and 'End Date:' input fields, each with a calendar icon. A 'Search' button is located in the top right of the form area. Below the form, there is a 'Results per Page: 25' dropdown and another 'Search' button. At the bottom of the page, a dark blue banner displays the message: 'This Type 1 page took 0.57 seconds to load.'

Figure 2.3.2-1 e-Messages Search Page (Default)

e-Messages Search

*- Indicates required fields

- **Begin Date** - The selected Date range must be 31 days or less.

Search

e-Message Type: *

All

e-Messages Status: *

All

Search By: *

Office

Office ID: *

Select

Unit ID:

00

Message Date Range *

Begin Date:

01/01/2022

End Date:

03/05/2022

Results per Page: 25 Search

This Type 1 page took 0.57 seconds to load.

Figure 2.3.2-2 e-Messages Search Page (Office)

e-Messages Search

*- Indicates required fields

Search

e-Message Type: *

Action

e-Messages Status: *

All

Search By: *

Assigned Worker

Assigned Worker ID: *

Select

Message Date Range *

Begin Date:

03/05/2022

End Date:

03/10/2022

Results per Page: 25 Search

This Type 1 page took 0.57 seconds to load.

Figure 2.3.2-3 e-Messages Search Page (Assigned Worker)

e-Messages Search

*- Indicates required fields

- **End Date** - The End Date must be later than the Begin Date. Please enter a different date.

Search

<p>e-Message Type: *</p> <p>All ▾</p> <p>Search By: *</p> <p>Person ▾</p> <p>Message Date Range *</p> <p>Begin Date:</p> <p>04/01/2022 </p>	<p>e-Messages Status: *</p> <p>All ▾</p> <p>Person Name: *</p> <p>Select</p> <p>End Date:</p> <p>03/01/2022 </p>
---	---

Results per Page: 25 ▾ Search

This Type_1 page took 0.57 seconds to load.

Figure 2.3.2-4 e-Messages Search Page (Person)

e-Messages Search

*- Indicates required fields

Search

<p>e-Message Type: *</p> <p>Messages ▾</p> <p>Search By: *</p> <p>Case ▾</p> <p>Message Date Range *</p> <p>Begin Date:</p> <p>03/05/2022 </p>	<p>e-Messages Status: *</p> <p>All ▾</p> <p>Case Number: *</p> <p><input type="text"/> Select</p> <p>End Date:</p> <p>03/10/2022 </p>
--	--

Results per Page: 25 ▾ Search

This Type_1 page took 0.57 seconds to load.

Figure 2.3.2-5 e-Messages Search Page (Case)

e-Messages Search

*- Indicates required fields

▼ Refine Your Search

Search

e-Messages Type: *

Messages ▼

e-Messages Status: *

Received ▼

Search By: *

Case ▼

Case Number: *

B0KIN20

Select

Message Date Range *

Begin Date:



End Date:



Results per Page: 25 ▼

Search

Add e-Messages

Type	Status	Subject	Date	Case Number	Worker ID
No Data Found					

Add e-Messages

This Type_1 page took 0.57 seconds to load.

Figure 2.3.2-6 e-Messages Search Page (No Result w/Security)

e-Messages Search

*- Indicates required fields

▼ Refine Your Search Search

e-Messages Type: * **e-Messages Status: ***

Messages ▼ Received ▼

Search By: * **Case Number: ***

Case ▼ B0KIN20 Select

Message Date Range *

Begin Date: **End Date:**

Results per Page: 25 ▼ Search

Type	Status	Subject	Date	Case Number	Worker ID
No Data Found					

This [Type_1](#) page took 0.57 seconds to load.

Figure 2.3.2-7 e-Messages Search Page (No Result w/o Security)

e-Messages Search

*- Indicates required fields

► Refine Your Search

Search Results Summary Results 1 - 2 of 2

Add e-Messages

Type	Status	Subject	Date	Case Number	Worker ID
Action	Action	Informational	03/22/2022 08:09 AM	B0KIN80	90LS003I05 Edit
Messages	Sent	Informational	03/22/2022 06:00 AM	B0KIN80	90LS003I05

Add e-Messages

This [Type_1](#) page took 1.12 seconds to load.

Figure 2.3.2-8 e-Messages Search Page (Result w/Security)

e-Messages Search

*- Indicates required fields

▶ Refine Your Search

Search Results Summary						Results 1 - 2 of 2
Type	Status	Subject	Date	Case Number	Worker ID	
Action	Action	Informational	03/22/2022 08:09 AM	B0KIN80	90LS003I05	
Messages	Sent	Informational	03/22/2022 06:00 AM	B0KIN80	90LS003I05	

This Type 1 page took 1.12 seconds to load.

Figure 2.3.2-9 e-Messages Search Page (Result w/o Security)

2.3.3 Description of Changes

1. Update the landing page when the user clicks on the 'E-Messages' item on the task navigation to display the above e-Messages Search page. The updated page contains the following fields:
 - a. Refine your Search section:
 - i. e-Messages Type
 1. This will be a required dropdown field and have the following values:
 - a. All
 - i. This value will only display for counties that have opted-in to the two way functionality.
 - b. Action
 - i. This value will only display for a logged in worker that belongs to a county that has opted-in.
 - c. Message
 2. The e-Message type determines the type of e-Message returned by the search query. Selecting All pulls all e-Message types.
 - ii. e-Messages Status
 1. This will be a required dynamic dropdown field. Values displayed will be dependent on the value selected on the e-Message Type field.
 - a. Values to display when the value selected on the e-Message type field is 'All':
 - i. All

- ii. Replied
 - iii. Sent
 - iv. Received
 - v. Read
 - vi. Action Closed
 - vii. Action Completed
 - viii. New Action
 - b. Value to display when the value selected on the e-Message type field is 'Action':
 - i. All
 - ii. Action Closed
 - iii. Action Completed
 - iv. New Action
 - c. Value to display when the value selected on the e-Message type field is 'Message':
 - i. All
 - ii. Replied
 - iii. Sent
 - iv. Received
 - v. Read
 - 2. The e-Message status determines the status of e-Message returned by the search query. Selecting All pulls all e-Message status.
- iii. Search By
- 1. This will be a required dropdown field.
 - a. All
 - b. Assigned Worker
 - i. This is the worker who is assigned to the e-Message.
 - c. Case
 - i. This is the case associated to the e-Message.
 - d. Person
 - i. This is the person associated to the e-Message.
 - e. Office
 - i. This is the office in which the e-Messages are associated to, based on the assigned worker.

iv. Office ID

1. This field dynamically displays when the Search By is 'Office'.
2. Clicking the Select button navigates the user to the existing Office search page flow.

v. Unit

1. This text field dynamically displays when the Search By is 'Office'.
2. The unit must be in the office that the user selected, otherwise there will be no results found.

vi. Case Number

1. This field dynamically displays when the Search By is 'Case'.
2. Clicking the Select button navigates the user to the existing Select Person search page flow.
3. The case number must be in the county that the user is in, otherwise there will be no results found.

vii. Person Name

1. This field dynamically displays when the Search By is 'Person'.
2. Clicking the Select button navigates the user to the existing Select Person search page flow.

viii. Message Date Range

1. The date range refers to the creation date of the message regardless if it is initiated by the BenefitsCal customer or the worker.
2. The begin dates and end dates are required fields.
3. Begin Date
 - a. The user can enter their desired begin date or click on the calendar icon to select the date.
4. End Date
 - a. The user can enter their desired end date or click on the calendar icon to select the date.
5. A validation is triggered when the begin date and/or end date entered is not in the correct format (MM/DD/YYYY) or is not a valid calendar date:

- a. {Begin/End} Date – Must be a calendar date and be in the form MM/DD/YYYY.
 - 6. A validation is triggered when the begin date selected is after the end date:
 - a. End Date – The end date must be later than the Begin Date. Please enter a different date.
 - ix. Results per Page:
 - 1. This dropdown limits how many records pulled per results page.
 - 2. The options are:
 - a. 25
 - b. 50
 - c. 75
 - d. 100
 - x. Search button
 - 1. Clicking this button loads the search results.
- b. Search Results Summary Section
 - i. Type
 - 1. This is a sortable column that displays the type of e-Message.
 - ii. Status
 - 1. This is a sortable column that displays the current status of the e-Message.
 - iii. Subject
 - 1. This is a sortable column that displays the e-Message subject.
 - 2. Clicking on the hyperlink navigates the user to the e-Message Detail page for this message in View mode.
 - iv. Date
 - 1. This is a sortable column that displays the creation date and time of the e-Message regardless of which system it is initiated.
 - v. Case Number
 - 1. This is a sortable column that displays the case number in which the e-Message is associated to.
 - 2. Clicking on the hyperlink navigates the user to the Case Summary page of the case number.
 - vi. Worker ID

1. This is a sortable column that displays the Worker that is assigned to this e-Message.
 2. Clicking on the hyperlink navigates the user to the Worker Detail page of the worker.
- vii. Edit button
1. Clicking the Edit button navigates the user to the e-Message Detail page for this message in Edit mode.
 2. This button displays for the following scenarios:
 - a. e-Message Type is Message, it is customer initiated, and Status is Received.
 - b. e-Message Type is Action and Status is Action Completed.
 3. This button displays if the user has the 'e-MessagesEdit' security right.
- c. Add e-Messages button
- i. Clicking this button navigates the user to the e-Message Detail page in Create mode.
 - ii. This button displays after clicking the Search button.
 - iii. This button displays if the user has the 'e-MessagesEdit' security right.
2. Update the Begin Date and the End Date fields on the e-Messages Search page:
 - a. Message Date Range can only be 31 days or less.
 - b. Create a new validation message: "Begin Date - The selected Date range must be 31 days or less."
 - i. Validation message will display when a user clicks on the "Search" button and the date range entered on the Begin and End Date is longer than 31 days.
 3. Upon loading the e-Messages Search page from the E-Messages task navigation, the Refine your Search section is visible with the following parameters prepopulated:
 - a. E-Message Type is set to All for counties that opted-in.
 - i. For counties that opted-out it will be 'Message'
 - b. E-Messages Status is set to All.
 - c. Search By is set to All.
 - d. Begin Date is 5 days prior to the system date.
 - e. End Date is the current system date.
 - i. Example: System Date is 03/10/2022.

Begin Date will default to 03/05/2022 and End Date will default to 03/10/2022.

f. Results per Page is set to 25.

Note: The user is expected to click the Search button to load the search results.

4. The initial search results pulled by the search criteria is ordered by the Date in descending order.
5. The search result pulls all e-Messages given a search criteria. If the e-Message is associated to a confidential case, the user is required to have the security right to view and edit confidential cases to view and edit the e-Message.

2.3.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: E-Messages**

2.3.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
e-MessagesSearchView		e-Messages View e-Messages Edit
e-MessagesView		e-Messages View e-Messages Edit
e-MessagesEdit		e-Messages Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
e-Messages View	Search and View e-Messages	Eligibility Staff Eligibility Supervisor Regional Call Center Staff Regional Call Center Supervisor

Security Group	Group Description	Group to Role Mapping
		System Administrator View Only
e-Messages Edit	Reply to e-Messages	Eligibility Staff Eligibility Supervisor Regional Call Center Staff Regional Call Center Supervisor System Administrator

2.3.6 Page Mapping

Create a page mapping for the fields introduced in this page.

2.3.7 Page Usage/Data Volume Impacts

Estimated 30000 records.

2.4 E-Messages Detail Page

2.4.1 Overview

The e-Messages Detail Page is a page where the worker will be able to create, edit, and view e-Messages for a case. It will be updated to support the BenefitsCal Two-Way Messaging and Action type of Messages.

There are two types of e-Messages: Message and Action.

- A message type can be initiated by the worker or the BenefitsCal user. If the worker initiates the message, no response is expected from the BenefitsCal user. If the BenefitsCal user initiates the message, the worker is able to reply to the e-Message.
- An action type can only be initiated by the worker. The worker can request the BenefitsCal user to view a document, upload a document, or answer a question through an action type.

Opted-Out counties are able to utilize the One-Way Messaging functionality of this page. When a county opts-out of Two-Way Messaging, they are only able to send e-Message type of Message.

2.4.2 E-Messages Detail Mockup

e-Messages Detail

*- Indicates required fields Save Cancel

Person Name: * Select	Case Number: * <input type="text"/> Select	Created Date: 02/28/2022
Worker ID: * 90LS00TZ00	Program: <input type="text"/>	
e-Message Type: * -Select-		

Original e-Message Information

Initiated By: *
[90LS00TZ00](#)

e-Message Subject: *

e-Message Body: *

Save Cancel

This [Type 1](#) page took 0.32 seconds to load.

Figure 2.4.2-1 e-Messages Detail in Create mode

e-Messages Detail

*- Indicates required fields

Save Cancel

Person Name: * - Select -	Case Number: * BOKIN18 Select	Created Date: 02/28/2022
Worker ID: * 90LS00TZ00	Program: CalFresh	
e-Message Type: * Message		

Original e-Message Information

Initiated By: *
[90LS00TZ00](#)

e-Message Subject: *

e-Message Body: *

Save Cancel

This Type 1 page took 0.32 seconds to load.

Figure 2.4.2-2 e-Messages Detail in Create mode (Message e-Message Type)

e-Messages Detail

*- Indicates required fields

Save

Cancel

- **Due Date** - Due Date must be on or after the current date.

Person Name: *

BUNNY, LOLA 30F

Case Number: *

BOKIN18

Select

Created Date:

02/28/2022

Worker ID: *

90LS00TZ00

Program:

e-Message Type: *

Action

Action Type: *

Upload Document

Original e-Message Information

Initiated By: *

90LS00TZ00

Due Date: *

01/01/2021



e-Message Subject: *

Test

e-Message Body: *

Testing Action message type

Save

Cancel

This Type_1 page took 0.32 seconds to load.

Figure 2.4.2-3 e-Messages Detail in Create mode (Action e-Message Type)

e-Messages Detail

*- Indicates required fields

Save

Cancel

- **Case Number** - This Case Number is not valid for the selected county.
- **Due Date** - Must be a valid calendar date and be in the form MM/DD/YYYY.
- **e-Message Subject** - Message contains derogatory word(s), please revise: [S**T]
- **e-Message Body** - Message contains derogatory word(s), please revise: [S**T]

Person Name: *

BUNNY, BUGS 35M

Case Number: *

B0GIN90

Select

Created Date:

02/28/2022

Worker ID: *

90LS00TZ00

Program:

CalFresh

e-Message Type: *

Action

Action Type: *

Upload Document

Original e-Message Information

Initiated By: *

90LS00TZ00

Due Date: *

13/80/2022



e-Message Subject: *

Test bad word S**T

e-Message Body: *

Testing bad words for validation purposes S**T

Save

Cancel

This Type_1 page took 0.32 seconds to load.

Figure 2.4.2-4 e-Messages Detail Create mode with Validations

e-Messages Detail

*- Indicates required fields

Close

Person Name: *

BUNNY,LOLA 30F

Case Number: *

B0KIN18

Created Date:

02/28/2022

Worker ID: *

[90LS00TZ00](#)

Program:

CalFresh

e-Message Type: *

Message

Original e-Message Information

Initiated By: *

[90LS00TZ00](#)

Status: *

Sent

e-Message Subject: *

Testing for e-messages

e-Message Body: *

Testing 2way body messages

Close

This [Type 1](#) page took 0.32 seconds to load.

Figure 2.4.2-5 e-Messages Detail View Mode (Message e-message Type)

e-Messages Detail

* - Indicates required fields

Edit

Close

Person Name: *

BUNNY,LOLA 30F

Case Number: *

B0KIN18

Created Date:

02/28/2022

Worker ID: *

[90LS00TZ00](#)

Program:

CalFresh

e-Message Type: *

Action

Action Type: *

View Document

View Documents *

Verification of Benefits

Original e-Message Information

Initiated By: *

[90LS00TZ00](#)

Status: *

New Action

Due Date: *

03/29/2022

e-Message Subject: *

Testing for Action Type

e-Message Body: *

Testing 2way body messages

Edit

Close

This [Type 1](#) page took 0.32 seconds to load.

e-Messages Detail

* - Indicates required fields

Edit

Close

Person Name: *

BUNNY,LOLA 30F

Case Number: *

B0KIN18

Created Date:

02/28/2022

Worker ID: *

[90LS00TZ00](#)

Program:

CalFresh

e-Message Type: *

Action

Action Type: *

View Document

View Documents *

Verification of Benefits

Original e-Message Information

Initiated By: *

[90LS00TZ00](#)

Status: *

New Action

Due Date: *

03/29/2022

e-Message Subject: *

Testing for Action Type

e-Message Body: *

Testing 2way body messages

Edit

Close

This [Type 1](#) page took 0.32 seconds to load.

Figure 2.4.2-6 e-Messages Detail View Mode (Action e-message Type)

e-Messages Detail

*- Indicates required fields Edit Close

Person Name: * BUNNY,LOLA 30F	Case Number: * BOKIN18	Created Date: 02/28/2022
Worker ID: * 90LS00TZ00	Program:	
e-Message Type: * Action	Action Type: * Notification	

Original e-Message Information

Initiated By: * 90LS00TZ00	Status: * Action Completed	Due Date: * 03/05/2022
e-Message Subject: * Upload Document		
e-Message Body: * Please Upload Documents		

Customer Response Information

e-Message Body: Documents Uploaded
Sent Date: 03/01/2022

Edit Close

This Type 1 page took 0.32 seconds to load.

Figure 2.4.2-7 e-Messages Detail View Mode (Action e-message Type w/Customer response)

e-Messages Detail

* - Indicates required fields

Close

Person Name: *

BUNNY,LOLA 30F

Case Number: *

B0KIN18

Created Date:

02/28/2022

Worker ID: *

[90LS00TZ00](#)

Program:

CalFresh

e-Message Type: *

Message

Original e-Message Information

Initiated By: *

[BUNNY, LOLA 30F](#)

Status: *

Replied

e-Message Subject: *

Testing for e-messages

e-Message Body: *

Testing 2way body messages

Worker Response Information

Initiated By: *

[90LS00TZ00](#)

Sent Date:

03/01/2022

e-Message Body: *

Testing worker response

Close

This [Type_1](#) page took 0.32 seconds to load.

Figure 2.4.2-8 e-Messages Detail View Mode (Customer Initiated with response)

e-Messages Detail

*- Indicates required fields

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

Person Name: * BUNNY,LOLA 30F	Case Number: * B0KIN18	Created Date: 02/28/2022
Worker ID: * 90LS00TZ00	Program: CalFresh	
e-Message Type: * Message		

Original e-Message Information

Initiated By: * BUNNY, LOLA 30F	Status: * Received
e-Message Subject: * Testing for e-messages	
e-Message Body: * Testing 2way body messages	

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

This [Type 1](#) page took 0.32 seconds to load.

Figure 2.4.2-9 e-Messages Detail View Mode (Customer Initiated w/out response)

e-Messages Detail

*- Indicates required fields

Save

Cancel

Person Name: *

BUNNY,LOLA 30F

Case Number: *

B0KIN18

Created Date:

02/28/2022

Worker ID: *

[90LS00TZ00](#)

Program:

CalWORKs

e-Message Type: *

Message

Original e-Message Information

Initiated By: *

BUNNY, LOLA 30F

Status: *

Received

e-Message Subject: *

Testing for e-Message

e-Message Body: *

Testing for e-Message Customer

Worker Response Information

Initiated By: *

[90LS08TZ90](#)

Sent Date:

03/01/2022

e-Message Body: *

Save

Cancel

This [Type 1](#) page took 0.32 seconds to load.

Figure 2.4.2-10 e-Messages Detail Edit Mode (Message e-message Type customer initiated)

e-Messages Detail

*- Indicates required fields

Save

Cancel

Person Name: *

BUNNY,LOLA 30F

Case Number: *

B0KIN18

Created Date:

02/28/2022

Worker ID: *

[90LS00TZ00](#)

Program:

CalWORKs

e-Message Type: *

Action

Action Type: *

Notification

Original e-Message Information

Initiated By: *

[90LS00TZ00](#)

Status: *

-Select- ▼

Due Date: *

03/29/2022

e-Message Subject: *

Testing for Action Type

e-Message Body: *

Testing 2way body messages

Customer Response Information

e-Message Body:

Please check

Sent Date:

03/01/2022

Save

Cancel

This [Type 1](#) page took 0.32 seconds to load.

Figure 2.4.2-11 e-Messages Detail Edit Mode (Action e-message Type)

e-Messages Detail

*- Indicates required fields

Save Cancel

- **Person Name** - This person is not linked to any Self-Service Portal account.

Person Name: * BUNNY, BUGS 35M	Case Number: * 123456 Select	Created Date: 02/28/2022
Worker ID: * 90LS00TZ00	Program: [Dropdown]	
e-Message Type: * Message		

Original e-Message Information

Initiated By: *
90LS00TZ00

e-Message Subject: *
[Empty Text Field]

e-Message Body: *
[Empty Text Area]

Save Cancel

This Type_1 page took 0.32 seconds to load.

Figure 2.4.2-12 e-Messages Detail (Validation for person without BC account)

e-Messages Detail

*- Indicates required fields

Save

Cancel

- [View Documents](#) - Field is required. Please enter a value.
- [Program](#) - Program is required for a View Document action type.

Person Name: *

BUNNY, BUGS 35M

Case Number: *

123456

Select

Created Date:

02/28/2022

Worker ID: *

90LS00TZ00

Program:

e-Message Type: *

Action

Action Type: *

View Document

View Documents: *

-Select-

Original e-Message Information

Initiated By: *

90LS00TZ00

Due Date: *

03/21/2022



e-Message Subject: *

Testing View Document

e-Message Body: *

Testing View Document

Save

Cancel

This page took 0.32 seconds to load.

Figure 2.4.2-13 e-Messages Detail for View Notice Action Type with validation

2.4.3 Description of Changes

1. Create a new e-Messages Detail page that displays the e-Message information to the user. This page loads on the same page after clicking the 'Add e-Message' button from the e-Messages Search page. The page has the following components:
 - a. Person Name
 - i. This required field displays the name in which the e-Message is associated to.
 - ii. This is an uneditable field for View and Edit modes.
 - iii. In Create mode, this field is a dropdown of the case members associated to the case selected on the Case Number field.
 1. If the Case Number field is blank, the Select button is visible. Clicking this button navigates the user to the Select Person page. The Name and Case Number is auto-populated based on the user's selection.
 - b. Case Number
 - i. This required field displays the case number in which the e-Message is associated to.
 - ii. This is an uneditable field for View and Edit modes.
 - iii. In Create mode, this field displays a field with Select button next to it. Clicking the Select button navigates to the user to the Select person page. The Name field displays a dropdown with the selected case members' names.
 - c. Created Date
 - i. This uneditable field (for all modes) displays the creation date which is the system date during Create mode when the e-Message is initiated in CalSAWS. Otherwise, it displays the date when the BenefitsCal customer sends the message to the CalSAWS worker.
 - d. Worker ID
 - i. This required field displays the worker ID to which this e-Message is addressed to or the worker that initiated the message.
 - ii. This is an uneditable field for Create, View and Edit modes.
 - iii. In Create mode, this is populated with the worker ID of the logged in user viewing the page.

- iv. Clicking the Worker ID hyperlink navigates the user to the Worker Detail page of that worker ID.
- e. Program
 - i. This field displays the program associated to the e-Message.
 - ii. This is an uneditable field for View and Edit modes.
 - iii. In Create mode, this displays a dropdown with the programs available on the case number selected.
- f. e-Message Type
 - i. This required field displays the type of e-Message.
 - ii. This is an uneditable field for View and Edit Modes.
 - iii. In Create mode, this displays a dropdown with the following options:
 - 1. Action
 - a. This option only available for counties that has opted-in for two way messaging functionality.
 - 2. Message
- g. Action Type
 - i. This is a dynamic required field that displays when the e-Message Type is an Action.
 - ii. This is an uneditable field for View and Edit Modes.
 - iii. In Create mode, this displays a dropdown with the following options:
 - 1. Notification
 - 2. Upload Document
 - 3. View Document
- h. View Documents
 - i. This is a dynamic required field that displays when the Action Type is View Document.
 - 1. This is an uneditable field for View and Edit modes.
 - 2. This field is not multi-select.
 - 3. This field displays the Document Name for the Forms/NOAs.
 - 4. In Create mode, this displays a drop down with a list of Forms/NOAs that meets the following criteria:
 - a. Forms/NOAs that are marked as publishable in BenefitsCal.
 - b. Forms/NOAs that were generated for the person selected on the Person Name field.

- c. Forms/NOAs that were generated in the last 30 days.
 - d. Forms/NOAs associated to the Program that's selected from the Program field.
 - i. If there's no program selected on the Program field, the View Documents field will not display any Forms/NOAs.
 - i. Original e-Message Information block
 - i. This section displays the original e-Message information initiated by the worker or BenefitsCal customer with the following components:
 - 1. Initiated By
 - a. This required uneditable field displays information regarding who initiated the message.
 - b. In Create mode, this is autopopulated by the user's Worker ID.
 - c. If the message is initiated by a BenefitsCal customer, it displays the customer's name, age and gender.

Note: For counties that has opted-out of Two-Way Messaging functionality, this scenario does not occur since the BenefitsCal customer is restricted from messaging a worker.
 - d. If it is a system generated message, it displays the job number that created the message.
 - 2. Status
 - a. This required field displays the current status of the e-Message.
 - b. In Create mode, the status does not display. Upon saving the e-Message the status for a 'Message' e-Message Type is set to 'Sent'. For an 'Action' e-Message type the status is set to 'New Action'.
 - c. In Edit Mode, the status is a dropdown with the following options:
 - i. If the e-Message is type Action, the dropdown displays 'Action Closed'.
 - d. In Edit mode with e-Message type Message and is customer initiated, the status is

uneditable. Upon saving the e-Message with the e-Message Body on the Worker Response Information populated, the status is set to 'Replied'.

- e. For a complete list of statuses utilized in CalSAWS and BenefitsCal and scenario examples, refer to the [Appendix](#) section.

3. Due Date

- a. This dynamic required field displays when the e-Message type is Action. This is the date when the action is due.
- b. This is an uneditable field for View and Edit modes.
- c. In Create Mode, this is a text field that expects the date in 'MM/DD/YYYY' format. Clicking the calendar icon displays the date picker.

4. e-Message Subject

- a. This required field displays the subject of the e-Message.
- b. This is an uneditable field for View and Edit modes.
- c. In Create Mode, this is a text field in which the user can enter text.
- d. This field has a 100 character limit.

5. e-Message Body

- a. This required field displays the body of the e-Message.
- b. This is an uneditable field for View and Edit modes.
- c. In Create Mode, this is a free-text field in which the user can enter text.
- d. This field has a 4000 character limit.

j. Worker Response Information block

- i. This section displays when the e-message is initiated by a BenefitsCal customer and with the following components:

1. Initiated By

- a. This required uneditable field displays information regarding who initiated the message.

4. Upon clicking, the page is reloaded in View Mode.
 - ii. Cancel
 1. This button closes the e-Messages Detail page without saving the information.
 2. This button displays for Create and Edit modes only.
 3. Upon clicking, the user is navigated back to the e-Messages Search page with the default search parameters set.
 - iii. Close
 1. This button closes the e-Messages Detail page.
 2. This button displays for View mode only.
 3. Upon clicking, the user is navigated back to the e-Messages Search page with the default search parameters set.
2. Create the following custom validations:
- a. "Case Number – This Case Number is not valid for the selected county."
 - i. This validation is triggered when the user clicks on the 'Save' button in Create mode and the Case Number that was selected does not exist or invalid in the county that the logged in user belongs to.
 - b. "Due Date – Must be a valid calendar date and be in the form MM/DD/YYYY."
 - i. This validation is triggered when the user clicks on the 'Save' button in Create mode and the value entered/selected is not a valid Calendar Date or not in the correct format of MM/DD/YYYY
 - c. "Due Date – Due Date must be on or after the current date."
 - i. This validation is triggered when the user clicks on the 'Save' button in Create mode and the value entered/selected is a date prior to the system date/the Created Date.
 - d. "e-Message Subject – Message contains derogatory word(s), please revise: [XXXX]."
 - i. This validation is triggered when the user clicks on the 'Save' button in Create mode and the text entered contains derogatory words.
 1. [XXXX] will display the derogatory word(s) that was entered.

Note: The list of derogatory words for CalSAWS is stored in Code Table Category 10326.

- e. “e-Message Body – Message contains derogatory word(s), please revise: [XXXX].”
 - i. This validation is triggered when the user clicks on the ‘Save’ button in Create mode or in ‘Edit’ mode (for a ‘Message’ e-Message Type and it’s initiated by a BenefitsCal customer) and the text entered contains derogatory words.
 - 1. [XXXX] will display the derogatory word(s) that was entered.

Note: The list of derogatory words for CalSAWS is stored in Code Table Category 10326.
- f. “Person Name – This person is not linked to any Self-Service Portal account.”
 - i. This validation is triggered when the user clicks on the ‘Save’ button in Create mode and the person selected on the Person Name field is not linked to a Self-Service portal account.
- g. “Program – Program is required for a View Notice action type.”
 - i. This validation is triggered when the user clicks on the ‘Save’ button in Create mode and the Action Type is View Notice and there’s no program selected on the Program field.

2.4.4 Page Location

- **Global: Case Info**
- **Local: e-Tools**
- **Task: e-Messages**

2.4.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
e-MessagesSearchView		e-Messages View e-Messages Edit
e-MessagesView		e-Messages View e-Messages Edit
e-MessagesEdit		e-Messages Edit

2. Security Groups

Security Group	Group Description	Group to Role Mapping
e-Messages View	Search and View e-Messages	Eligibility Staff Eligibility Supervisor Regional Call Center Staff Regional Call Center Supervisor System Administrator View Only
e-Messages Edit	Reply to e-Messages	Eligibility Staff Eligibility Supervisor Regional Call Center Staff Regional Call Center Supervisor System Administrator

2.4.6 Page Mapping

Create new page mapping to add the new fields in this page.

2.4.7 Page Usage/Data Volume Impacts

Estimated 30000 records.

2.5 Messaging API (CalSAWS Hosted)

2.5.1 Overview

The CalSAWS Messaging API is a RESTful service that will allow the CalSAWS to reply to messages coming from the BenefitsCal portal. The BenefitsCal portal will support regular messages and actions (initiated by the worker). The Messaging API will store these messages and update their status depending on their process flow.

Please refer to the [Appendix](#) section for the flows that are supported by this API.

2.5.2 Description of Change

1. Create the new Messaging API that accepts the following parameters (Refer to Supporting Documents for API documentation):

Messaging - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
caseNumber	String (7 Char.)	7- Character Case Number.	Y
countyCode	String (2 Char. Min, 2 Char. Max)	County code associated to the case number	Y
pgmCode	String (2 Char. Min, 3 Char. Max)	Program in which the message is for	N
GUID	String (15 Char.)	Unique Identifier for the Customer	Y
msgId	String (1 Char. Min, 50 Char. Max)	Unique identifier for the message or action If initiated from BenefitsCal, the ID will be prefixed with 'BC'. If initiated from CalSAWS, the ID will be prefixed with 'CS'.	Y
msgType	String (2 Char. Min, 3 Char. Max)	Type of message	Y
msgTitle	String (1 Char. Min, 100 Char. Max)	Title of the message	N

msg	String (1 Char. Min, 4000 Char. Max)	Contents of the message	N
msgDate	String	Creation date for the action	N
msgStatus	String (2 Char. Min, 3 Char. Max)	Status of the Message	Y
workerID	String (30 Char.)	Worker's Identification	Y

2. Given a valid request, the API returns the following information as a response:

Messaging - Response			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
msgId	String (1 Char. Min, 50 Char. Max)	Unique identifier for the message or action	Y
msgDate	String	Date message is received	Y
msgStatus	String (2 Char. Min, 3 Char. Max)	Status of the Message	Y

3. The following Response Codes are returned:
- a. 200 – Successful Operation
 - i. The message is accepted and stored in CalSAWS.
 - b. 400 – Bad Request
 - i. The message is not accepted due to the request is invalid (incorrect field names, missing mandatory fields, etc.)
 - c. 401 – Authorization information is missing or invalid
 - i. The message is not accepted due to an a missing/invalid authorization code passed.
 - d. 503 – Service is unavailable
 - i. The message is not accepted due to the service is not reachable due to maintenance, server is overloaded, etc.
 - e. 500 – Internal Server Error
 - i. The message is not accepted due to web service is experiencing problems.

4. If the msgId does not exist in CalSAWS, the Messaging API creates a new messaging record given the information provided in the request.
5. If the msgId exists in CalSAWS, the Messaging API updates the existing messaging record with the information provided in the request.

2.5.3 Execution Frequency

No impact to this section.

2.5.4 Key Scheduling Dependencies

No impact to this section.

2.5.5 Counties Impacted

CalSAWS Counties.

2.5.6 Data Volume/Performance

Estimated 30000 records.

2.5.7 Interface Partner

BenefitsCal portal

2.5.8 Failure Procedure/Operational Instructions

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.)

2.6 Messaging API (Portal Hosted)

2.6.1 Overview

The Portal-Hosted Messaging API is a BenefitsCal API that CalSAWS invokes to send a message to the BenefitsCal user. The call utilizes a message queue. Currently, the existing e-Messages page calls this service whenever a worker creates and sends a message thru the online page. This API will be updated to support the 2-way messaging.

Please refer to the [Appendix](#) section for the flows that are supported by this API.

2.6.2 Description of Change

1. Update the existing logic that creates the request for the Portal-Hosted Messaging API to send the following fields (Refer to Supporting Documents for API documentation):

Messaging - Request			
BENFITSCAL FIELD NAME	TYPE	COMMENTS	REQUIRED
caseNumber	String (7 Char.)	7- Character Case Number.	Y
CaseCounty	String (2 Char. Min, 3 Char. Max)	County code associated to the case number	Y
gulD	String (1 Char. Min, 50 Char. Max)	Unique Identifier for the Customer	Y
msgId	String (1 Char. Min, 50 Char. Max)	Unique identifier for the message or action If initiated from BenefitsCal, the ID will be prefixed with 'BC'. If initiated from CalSAWS, the ID will be prefixed with 'CS'.	Y
msgType	String (2 Char. Min, 3 Char. Max)	Type of message	Y
msgTitle	String (1 Char. Min, 100 Char. Max)	Title of the message	N
msg	String (1 Char. Min, 4000 Char. Max)	Contents of the message	N

				OR the pre-defined question	
msgDate		String		Date message was received from BenefitsCal OR Date the action was completed from BenefitsCal	N
msgDueDate	String	Due Date of the action received from CalSAWS. Mandatory for Action type.	N (conditional)		
noticeIdentifier	String (2000 Char. Max)	Notice Identifier used for Action Type – View Documents. Mandatory for View Documents.	N (conditional)		
msgStatus		String (2 Char. Min, 3 Char. Max)		Status of the Message	Y
workerID		String (30 Char.)		Worker's Identification	Y
workerName		String (1 Char. Min, 110 Char Max)		Worker's name who sent the message	N
workerPhoneNum		String (10 Char.)		Worker's phone number	N

messageReadInd	Boolean	Existing field – will not be used	N
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2. Given a valid request, the API will return the following information as a response:

Messaging - Response			
BENEFITSCAL FIELD NAME	TYPE	COMMENTS	REQUIRED
msgId	String (1 Char. Min, 50 Char. Max)	Unique identifier for the message or action	N
caseNumber	String (7 Char.)	Case Number for which message was received	N
messageAck	String (10 Char. Max)	Response sent to CalSAWS	Y

2.6.3 Execution Frequency

No impact to this section.

2.6.4 Key Scheduling Dependencies

No impact to this section.

2.6.5 Counties Impacted

CalSAWS Counties.

2.6.6 Data Volume/Performance

Estimated 30000 records.

2.6.7 Interface Partner

BenefitsCal portal

2.6.8 Failure Procedure/Operational Instructions

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 Modify GR Non Compliance Alert (PO19C1188)

2.7.1 Overview

PO19C1188 sends an email and a BenefitsCal message when a participant is in GR and becomes non-compliant.

2.7.2 Description of Change

1. Modify PO19C1188 to conform to the updated version of the portal-hosted Messaging API.

BENFITSCAL FIELD NAME	TYPE	COMMENTS	REQUIRED
caseNumber	String (7 Char.)	7- Character Case Number.	Y
CaseCounty	String (2 Char. Min, 3 Char. Max)	County code associated to the case number	Y
pgmCode	String (2 Char. Min, 3 Char. Max)	Program in which the message is for. The program will 'GR'	N
gulD	String (1 Char. Min, 50 Char. Max)	Unique Identifier for the Customer	Y
msgId	String (1 Char. Min, 50 Char. Max)	Unique identifier for the message or action The ID will be prefixed with 'CS'.	Y

msgType	String (2 Char. Min, 3 Char. Max)	Type of message. CalSAWS type: Message BenefitsCal type: Informational Only	Y
msgTitle	String (1 Char. Min, 100 Char. Max)	You have a message from your GR Worker	N
msg	String (1 Char. Min, 4000 Char. Max)	Contents of the message OR the pre-defined question You failed to comply with a work-related requirement on \${Batch date (Monday-Friday)}. Please contact the Customer Service Center within two days at: 1-866-613-3777.	N
msgDate	String	Date message was received from BenefitsCal OR Date the action was	N

		completed from BenefitsCal	
msgStatus	String (2 Char. Min, 3 Char. Max)	Status of the Message The message status is Sent	Y
workerID	String (30 Char.)	Worker's Identification PB19C1188 Batch	Y
workerName	String (1 Char. Min, 110 Char Max)	Worker's name who sent the message Automated Message	N
workerPhoneNum	String (10 Char.)	Not sent	N
messageReadInd	Boolean	Existing field – will not be used	N

2.7.1 Partner Integration Testing

Y – partners integrated testing.

2.7.2 Execution Frequency

No Change - Daily.

2.7.3 Key Scheduling Dependencies

No Change.

2.7.4 Counties Impacted

Los Angeles County.

2.7.5 Category

Non-Core job.

2.7.6 Data Volume/Performance

N/A.

2.7.7 Failure Procedure/Operational Instructions

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

2.8 Modify GROW Non Compliance Alert (PO19C1189)

2.8.1 Overview

PO19C1189 sends an email and a BenefitsCal message when a participant is in GROW and becomes non-compliant.

2.8.2 Description of Change

1. Modify 'GROW Non Compliance Alert' PO19C1189 to conform to the updated version of the portal-hosted Messaging API.

BENEFITS CAL FIELD NAME	TYPE	COMMENTS	REQUIRED
caseNumber	String (7 Char.)	7- Character Case Number.	Y
CaseCounty	String (2 Char. Min, 3 Char. Max)	County code associated to the case number	Y
pgmCode	String (2 Char. Min, 3 Char. Max)	Program in which the message is for. The program will 'GW'	N

gulD	String (1 Char. Min, 50 Char. Max)	Unique Identifier for the Customer	Y
msgId	String (1 Char. Min, 50 Char. Max)	Unique identifier for the message or action The ID will be prefixed with 'CS'.	Y
msgType	String (2 Char. Min, 3 Char. Max)	Type of message. CalSAWS type: Message BenefitsCal type: Informational Only	Y
msgTitle	String (1 Char. Min, 100 Char. Max)	Title of the message You have a message from your GROW Worker	N
msg	String (1 Char. Min, 4000 Char. Max)	Contents of the message Please reach out to your GROW Case Manager.	N
msgDate	String	Batch run date	N
msgStatus	String (2 Char. Min, 3 Char. Max)	Status of the Message The message status is Sent	Y
workerID	String (30 Char.)	Worker's Identification	Y

		PB19C1189 Batch	
workerName	String (1 Char. Min, 110 Char Max)	Worker's name who sent the message Current GROW worker name	N
workerPhoneNum	String (10 Char.)	Not sent	N
messageReadInd	Boolean	Existing field – will not be used	N

2.8.3 Partner Integration Testing

Y – partners integrated testing.

2.8.4 Execution Frequency

No Change - Daily.

2.8.5 Key Scheduling Dependencies

No Change

2.8.6 Counties Impacted

Los Angeles County

2.8.7 Category

Non-Core job.

2.8.8 Data Volume/Performance

N/A

2.8.9 Failure Procedure/Operational Instructions

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

2.9 Data Change for Existing e-Messages

2.9.1 Overview

Currently, the CalSAWS supports one-way messaging in which the worker can send customers a BenefitsCal message. These existing e-messages will be updated to be compatible with the e-Messages page updates mentioned in this SCR.

2.9.2 Description of Change

1. Update the existing e-Messages to display with the updated e-Message Search page and e-Message Detail page.
 - a. The e-Message type for these messages is 'Informational Only' in BenefitsCal, 'Message' in CalSAWS.
 - b. These e-Messages are only available in View mode.

2.9.3 Estimated Number of Records Impacted/Performance

Estimated 15000 e-Messages will be updated.

2.10 Automated Regression Test

2.10.1 Overview

Create new automated regression test scripts to verify the following functionality:

- CalSAWS Homepage: "My e-Messages" section
- Case Summary page: e-Message notification
- E-Messages Search page
- E-Messages Detail page
- Messaging API (CalSAWS Hosted / inbound)

Note: As with other BenefitsCal changes these scripts will be developed and available for use during the system test phase. The scripts are not expected to be merged into the regression test suite(s) prior to the end of the system test phase.

2.10.2 Description of Change

Create new automated scripts to send requests to the Messaging API (CalSAWS Hosted) for previously linked cases, and verify the following:

1. The appropriate response status code is returned based on the validity of the request parameters.

2. The "My e-Messages" section displays on the CalSAWS Homepage, with appropriate values for the logged-in user based on the requests sent to the Messaging API.
3. An e-Message notification displays on the Case Summary page for cases associated to the submitted requests.
4. E-Messages display (or do not display) in the Search Results Summary table of the E-Messages Search page based on the search criteria.
5. The E-Messages Detail page displays as expected for messages retrieved through the E-Messages Search page.
6. The E-Messages Detail page can be updated and saved in edit and create modes.
7. The E-Messages Detail page displays the appropriate validation error messages when invalid data is entered in create mode.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	CalSAWS Messaging API – HTML version	Messaging.html
2	Interface	CalSAWS Messaging API – YAML version	Messaging.yaml
3	Interface	BenefitsCal Messaging API – HTML version	getMessageDetails.html
4	Interface	BenefitsCal Messaging API – YAML version	getMessageDetails.yaml

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

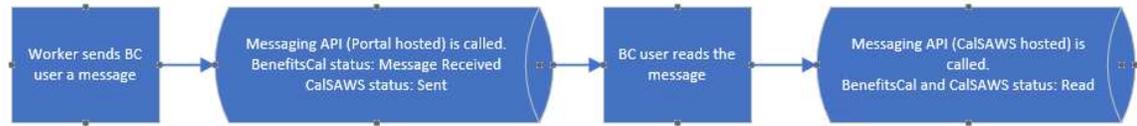
6 APPENDIX

e-Message Type	Scenario	CalSAWS Status	BenefitsCal Status
<p>CalSAWS: Message BenefitsCal: Informational Only</p> <p>*Customer can initiate/create an e-message in BenefitsCal to the worker (except for counties that has opted-out). However, they are restricted from replying back to the worker.</p>	<p>Worker initiated/created an e-message in CalSAWS.</p> <p>*e-Message Type: Message(CalSAWS)/Informational Only (BenefitsCal)</p>	Sent (CalSAWS updates the status)	Message Received
<p>CalSAWS: Message BenefitsCal: Informational Only</p> <p>*Customer can initiate/create an e-message in BenefitsCal to the worker (except for counties that has opted-out). However, they are restricted from replying back to the worker.</p>	<p>Customer views/reads the e-message in BenefitsCal</p> <p>*e-Message Type: Message(CalSAWS)/Informational Only (BenefitsCal)</p>	Read (BenefitsCal updates the status)	Read
<p>CalSAWS: Message BenefitsCal: Informational Only</p> <p>*Customer can initiate/create an e-message in BenefitsCal to the worker (except for counties that has opted-out). However, they are restricted from replying back to the worker.</p>	<p>Customer initiated/created an e-message in BenefitsCal</p> <p>*e-Message Type: Message(CalSAWS)/Informational Only (BenefitsCal)</p>	Received (BenefitsCal updates the status)	Message Sent
<p>CalSAWS: Message BenefitsCal: Informational Only</p> <p>*Customer can initiate/create an e-</p>	<p>Worker views/reads the e-message in CalSAWS</p> <p>*e-Message Type: Message(CalSAWS)/Infor</p>	Received (no change in status)	Message Sent (no changes in status)

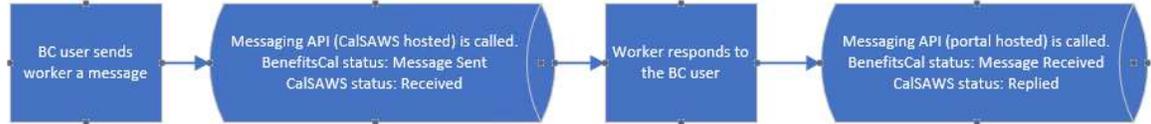
message in BenefitsCal to the worker (except for counties that has opted-out). However, they are restricted from replying back to the worker.	mational Only (BenefitsCal)		
CalSAWS: Message BenefitsCal: Informational Only *Customer can initiate/create an e-message in BenefitsCal to the worker (except for counties that has opted-out). However, they are restricted from replying back to the worker.	Worker replies to the customer e-message in CalSAWS *e-Message Type: Message(CalSAWS)/Informational Only (BenefitsCal)	Replied (CalSAWS updates the status)	Message Received
CalSAWS: Actions BenefitsCal: Notifications	Worker initiates/creates an e-message in CalSAWS *e-Message Type: Actions(CalSAWS)/Notifications (BenefitsCal)	New Action (CalSAWS updates the status)	Action Needed
CalSAWS: Actions BenefitsCal: Notifications	Customer completes the Action in BenefitsCal *e-Message Type: Actions(CalSAWS)/Notifications (BenefitsCal)	Action Completed (BenefitsCal updates the status)	Pending Review
CalSAWS: Actions BenefitsCal: Notifications	Worker completes the review of the customer actions in CalSAWS *e-Message Type: Actions(CalSAWS)/Notifications (BenefitsCal)	Action Closed (Worker/CalSAWS updates the status)	Closed

Process flows:

- Worker initiated message



- Customer initiated message



- Worker initiated action

