

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-49396

ACL 15-96 – Update NA 1281, NA 1280, NA 1279,
NA 1278 and NA 1277

CalSAWS	DOCUMENT APPROVAL HISTORY	
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1 OVERVIEW

ACL 15-96 updated the Foster Care ARC Forms/NOAs: **NA1277, NA 1278, NA 1279, NA 1280, and NA 1281**. With this update, the latest version of NA 1277 and NA 1281 will be made available to the Template Repository. Forms NA 1278, NA 1279, NA 1280 and NA 1281 are currently generating from EDBC as dynamically generated NOAs. The NOAs currently generate with all possible selections listed and with the applicable selection marked via a check box. This update will change that so it will only generate the applicable selection on the NOA.

1.1 Current Design

The following form exists in the Template Repository but is out of date:

- **NA 1277** - NOTICE OF ACTION APPROVED RELATIVE CAREGIVER (ARC) OVERPAYMENT

The following forms exist as NOAs generated via EDBC:

- **NA 1278** - NOTICE OF ACTION – APPROVE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT
- **NA 1279** - NOTICE OF ACTION - DENY APPROVED RELATIVE CAREGIVER (ARC) PAYMENT
- **NA 1280** - NOTICE OF ACTION – DISCONTINUE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT

The following form is not currently available in CalSAWS:

- **NA 1281** - NOTICE OF ACTION – CHANGE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT

1.2 Requests

Update the existing form in Template Repository with the latest version provided by the state for:

- **NA 1277** - NOTICE OF ACTION APPROVED RELATIVE CAREGIVER (ARC) OVERPAYMENT

Update the following corresponding ARC NOAs to only generate the applicable selections on their respective form:

- **NA 1278** - NOTICE OF ACTION – APPROVE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT
- **NA 1279** - NOTICE OF ACTION - DENY APPROVED RELATIVE CAREGIVER (ARC) PAYMENT
- **NA 1280** - NOTICE OF ACTION – DISCONTINUE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT

Add the following new form to the Template Repository and update the NOA for ARC Rate Changes to use the verbiage from this form:

- **NA 1281** - NOTICE OF ACTION – CHANGE APPROVED RELATIVE CAREGIVER (ARC) PAYMENT

1.3 Overview of Recommendations

- Update the **NA 1277** in Template Repository to the latest version provided in ACL 15-96.
- For the following NOAs: **NA 1278**, **NA 1279** and **NA 1280**; update them to only generate the applicable issuance type or reason(s).
 - Update the ARC Approval NOA to use dynamically generated fragment sections to generate the applicable benefit issuance type instead of a list of check boxes.
 - Create new Reason fragments for each reason that currently has checkbox population in the current ARC Denial and ARC Discontinuance NOAs. Only the applicable reason(s) will display on the NOA when generated.
- Add the latest version of **NA 1281** provided by the State to the Template Repository and also enable automation via EDBC.

1.4 Assumptions

1. Forms **NA 1277** will not be automated with this effort and will only be available in Template Repository.
2. Forms **NA 1278**, **NA 1270** and **NA 1280** will not be added to Template Repository as they are dynamically generated NOAs in CalSAWS.
3. Form **NA 1281** will both be available to the Template Repository and be dynamically generated via EDBC. The Template Repository version will match the State version however no automation will be added to the Template Repository or EDBC generated version regarding the 'Age' change reason as this has been determined to be no longer applicable ongoing.
4. If the ARC NOA does not have the required Failure Reason automated (for example, the NOAs contain an 'Other' reason for reasons not listed on the forms), then the worker will either append the NOA that generated for another applicable reason or generate a manual NOA via the Template Repository.
5. For all existing NOAs generated via EDBC, no additional Threshold Languages are being added with this effort.
6. Currently ARC is a part of the Foster Care program in CalSAWS. The changes in this SCR will not impact the Foster Care NOAs and will only impact the generation of the ARC NOAs.
7. The **NA 1279** and **NA 1280** both contain a "ARC Program Not Available for County" and "County Opts out of ARC" reason. Both the Negative Action reasons and the NOA reason checkbox generation for these reasons were turned off as part of **CA-207183** in the 19.11 release. This effort will not add generation conditions for these two reasons.

Turned off Reasons from NA 1279:

- ☐ You do not live in California.
- ☐ The child does not live in California.

Turned off Reasons from NA 1280:

- ☐ You no longer live in California.
- ☐ The child no longer lives in California.

8. The ARC NOA/Forms in this SCR will be added into Threshold Languages via SCR CA-231685.
9. CA-232562 will update the NA 1277 as well as the other impacted Forms/NOAs in CalSAWS to no longer have the 'CPS' fields as part of the Header for migration counties.

2 RECOMMENDATIONS

2.1 Update Foster Care ARC Program Overpayment Form NA 1277

2.1.1 Overview

The existing NA 1277 form in CalSAWS is out of date. With this effort, the form will be updated to the latest version provided in ACL 15-96. The English version of the form currently is only available through the Template Repository. The Spanish version will be added with this effort.

Current State Form version: NA 1277 (11/15)

Current Programs: Foster Care/ARC Program

Current Attached Form(s): NA Back 9

Current Forms Category: Form

Existing Languages: English

2.1.2 Description of Change

This recommendation will update the Foster Care form NA 1277 in the Template Repository with the most recent state version (01/16).

1. Updates to Foster Care NA 1277 Form XDP

This effort will update the English version to the most current version (01/16). This effort will also add the Spanish version to the Template Repository. The newly added Spanish version will match the English version and use the existing CalSAWS Header (Header_1).

Note: The 'CPS' field will only be displayed when there is CPS information to populate. See CA-232562 for current design.

Updated Languages: English, Spanish (new)

Imaging Form Name: ARC OP

Imaging Document Type: Notification/NOA

Form Mockups/Examples: See Supporting Document #1 for English version and Supporting Document #2 for Spanish version.

Variables Requiring Translations: N/A

2.2 Update ARC Approval NOA Action Fragment

2.2.1 Overview

This recommendation is to update the ARC Approval NOA Action Fragment. The current state of the fragment lists out all possible benefits issuance types, along with a check mark to indicate the applicable issuance type. This fragment will be updated to only generate the issuance type that is applicable. The non-applicable reasons will no longer generate. This update will also remove all check boxes in this fragment.

Action Fragment Name and ID: ARC Approval Action
FC_AP_ACTION3
(Fragment ID: 4097)

State Form/NOA: NA 1278 (11/16)

Current Program(s): Foster Care/Approved Relative Caregiving (ARC)

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: N

Existing Languages: English

2.2.2 Description of Change

1. Update the ARC Approval Action Fragment XDP

This effort is to update the ARC Approval NOA Action Fragment. Currently, the ARC Approval Action fragment lists all of the benefits issuance types and adds a check mark to the applicable benefit issuance type. This recommendation will update the issuance types to be dynamically generated sections that will display only the appropriate type.

Technical Note: The Snippet Name of the ARC Approval Reason Fragment (Fragment ID: 7455) is current named "BLANK". Rename the fragment to "Placeholder – Approval" per standards.

Updated Languages: English

NOA Mockups/Examples: See Supporting Documents #3, 4 and 5

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING*
Static	<p>The County has approved your application, dated <FIRST_DATE> for cash aid for <NAME> under the ARC Program.</p> <p>The cash aid payment for your first month of aid is \$<FIRST_AMT>.</p> <p>Your first day of cash aid is <SECOND_DATE>. The cash aid payment for your first month of aid may only be for a part of the month. It is for the time from your first day of cash aid, shown above, through the end of the month. If nothing changes, your ongoing monthly cash aid amount will be \$<SECOND_AMT>.</p> <p>This cash aid will be issued via:</p> <p><input type="checkbox"/> The Electronic Benefit Transfer (EBT) card; or</p>	<p>The County has approved your application, dated <FIRST_DATE> for cash aid for <NAME> under the ARC Program.</p> <p>The cash aid payment for your first month of aid is \$<FIRST_AMT>.</p> <p>Your first day of cash aid is <SECOND_DATE>. The cash aid payment for your first month of aid may only be for a part of the month. It is for the time from your first day of cash aid, shown above, through the end of the month. If nothing changes, your ongoing monthly cash aid amount will be \$<SECOND_AMT>.</p> <p>This cash aid will be issued via:</p>	Arial Font Size 10

	<input type="checkbox"/> A check mailed to you; or <input type="checkbox"/> Direct deposit		
Dynamic - EBT_CARD_SECTION		The Electronic Benefit Transfer (EBT) card	Arial Font Size 10
Dynamic - CHECK_MAILED_SECTION		A check mailed to you	Arial Font Size 10
Dynamic - DIRECT_DEPOSIT_SECTION		Direct deposit	Arial Font Size 10

*This Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add the ARC Approval NOA Action Fragment Section Generation

Section	Generation Condition
EBT_CARD_SECTION	This section will generate if the Issuance Method on the EDBC Summary page is listed as EBT Card.
CHECK_MAILED_SECTION	This section will generate if the Issuance Method on the EDBC Summary page is listed as Check Mailed.
DIRECT_DEPOSIT_SECTION	This section will generate if the Issuance Method on the EDBC Summary page is listed as Direct Deposit.

2.3 Update ARC Denial NOA Action Fragment

2.3.1 Overview

This effort will update the ARC Denial NOA Action verbiage. The shared verbiage from the ARC Reason Denial fragment be moved to this Action fragment to prevent redundant verbiage from generating on the NOA when more than one reason is applicable.

Action Fragment Name and ID: ARC Denial Action

FC_DN_ACTION2

(Fragment ID: 4098)

State Form/NOA: NA 1279 (11/16)

Current Program(s): Foster Care/Approved Relative Caregiving (ARC)

Current Action Type: Denial

Current Fragment Level: Program

Currently Repeatable: N

Existing Languages: English

2.3.2 Description of Change

1. Update the ARC Denial NOA Action Fragment XDP

Update the ARC Denial NOA Action fragment with additional existing verbiage from the ARC Denial Reasons. The verbiage is being moved to this Action fragment in order to avoid verbiage redundancy.

Updated Languages: English

NOA Mockups/Examples: See Supporting Documents # 6, 7, 8, 9 and 10

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING*
Static	The County has denied your application, dated <DATE>, for cash aid for <NAME> under the ARC Program. Here's why:	The County has denied your application, dated <DATE>, for cash aid for <NAME> under the ARC Program. Here's why: You are not eligible for cash aid under the ARC Program for the following reason(s):	Arial Font Size 10

*This Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2.4 Adding a New ARC Home Not Approved Denial NOA Reason

2.4.1 Overview

This recommendation is to add a new ARC Home Not Approved Denial NOA Reason Fragment with verbiage taken from one of the denial reasons listed in the current ARC Denial NOA fragment.

The current version of the ARC Denial NOA generates all denial reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Denial NOA to only generate

the applicable denial reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1279 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care/Approval Relative Caregiving (ARC)

Action Type: Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.4.2 Description of Change

1. Create an ARC Denial NOA Home Not Approved Reason XDP

This effort will add a new ARC Denial NOA Reason fragment for when the recipient has been denied for the ARC program due to the home not being approved. This verbiage exists in the current version of the ARC Denial Reason fragment and will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #6

DESCRIPTION	TEXT	FORMATTING*
Static	Your home was not approved, and you received a Notice of Action—Denial of Home Assessment/Approval (NA 1271) from the County explaining why.	Arial Font Size 10

*This Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Home Not Approved Reason

This ARC Denial Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Denied in the newly run Foster Care EDBC
- The Program is ARC
- The ARC 1 is signed

- The Program Person Status Reason is Home Facility Not Eligible (CT73_F04)
- There is not a previously existing FC EDBC

or

There is at least one previously existing FC EDBC for the same benefit month and in the most recent saved previously existing FC EDBC the program was not ARC.

or

There is at least one previously existing FC EDBC for the previous benefit month and in the most recent saved previously existing FC EDBC the program was not ARC.

Note: With this effort, this fragment will always generate along with ARC Denial Reason for Qualified For Foster Care Funding (See Section 2.6).

Action Fragment: FC_DN_ACTION2 (Fragment ID: 4098)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Denial Reason Fragments that have had their generation conditions been met. The ARC Denial NOA can generate more than one ARC Denial Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_DN_ACTION2)
2. Reason Fragment for "Home Not Approved"
 - See Recommendation 2.4
3. Reason Fragment for "Not Under California Jurisdiction"
 - See Recommendation 2.5
4. Reason Fragment for "Qualified For Foster Care Funding"
 - See Recommendation 2.6
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.7
6. Reason Fragment for "Other"
 - See Recommendation 2.8

3. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Home Not Approved

NOA Title: ARC_DN_NOA_TYPE (Fragment ID: 3135)

NOA Title Requires Translations: N

NOA Footer: NA 1279 (11/16)

NOA Footer Requires Translations: N

2.5 Adding a New ARC Not Under California Jurisdiction Denial NOA Reason

2.5.1 Overview

This effort is to add a new ARC Not Under California Jurisdiction Denial NOA Reason Fragment with verbiage taken from one of the denial reasons listed in the current ARC Denial NOA fragment.

The current version of the ARC Denial NOA generates all denial reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Denial NOA to only generate the applicable denial reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1279 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.5.2 Description of Change

1. Create ARC Denial Not Under CA Jurisdiction Reason Fragment XDP

This effort will add a new ARC Denial NOA Reason fragment for when the recipient has been denied for the ARC program due to the child not being under California jurisdiction. This verbiage exists in the current

version of the ARC Denial Reason fragment and will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #7

DESCRIPTION	TEXT	FORMATTING*
Static	The child is not under the jurisdiction of the California juvenile court.	Arial Font Size 10

*This Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Generation for Denial Reason of Not Under CA Jurisdiction

This ARC Denial Reason will generate on a NOA when one of the following sets of conditions is true:

- The Program Status is Denied in a newly run Foster Care EDBC
- The Program is ARC
- The ARC 1 is signed
- The Program Person Status Reason is Jurisdiction Transfer (CT73_89)
- There is not a previously existing FC EDBC

or

There is at least one previously existing FC EDBC for the same benefit month and in the most recent saved previously existing FC EDBC the program was not ARC.

or

There is at least one previously existing FC EDBC for the previous benefit month and in the most recent saved previously existing FC EDBC the program was not ARC.

Action Fragment: FC_DN_ACTION2 (Fragment ID: 4098)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Denial Reason Fragments that have had their generation conditions been met. The ARC Denial NOA can generate more than one ARC Denial Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_DN_ACTION2)
2. Reason Fragment for "Home Not Approved"
 - See Recommendation 2.4
3. Reason Fragment for "Not Under California Jurisdiction"
 - See Recommendation 2.5

4. Reason Fragment for "Qualified For Foster Care Funding"
 - See Recommendation 2.6
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.7
6. Reason Fragment for "Other"
 - See Recommendation 2.8

3. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89,15-20,15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: CA Jurisdiction

NOA Title: ARC_DN_NOA_TYPE (Fragment ID: 3135)

NOA Title Requires Translations: N

NOA Footer: NA 1279 (11/16)

NOA Footer Requires Translations: N

2.6 Adding a New ARC Qualified For Foster Care Funding Denial NOA Reason

2.6.1 Overview

This effort is to add a new ARC Qualified For Foster Care Funding Denial NOA Reason fragment with verbiage taken from one of the denial reasons listed in the current ARC Denial NOA fragment.

The current version of the ARC Denial NOA generates all denial reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Denial NOA to only generate the applicable denial reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1279 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.6.2 Description of Change

1. Create an ARC Denial Qualified for FC Fund Reason Fragment XDP

This effort will add a new ARC Denial NOA Reason fragment for when the recipient has been denied for the ARC program due to the child being qualified for Foster Care rather than ARC funds. This verbiage exists in the current version of the ARC Denial Reason fragment and will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #8

DESCRIPTION	TEXT	FORMATTING*
Static	The child is federally eligible under Title IV-E of the Social Security Act and qualifies for Foster Care funds (rather than ARC funds).	Arial Font Size 10

*This Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Generation for ARC Denial Reason for Qualified for Foster Care Fund

The ARC Denial Reason for Qualified for FC Fund will generate when one of the following sets of conditions is true:

1. The Program Status is Active in a newly run Foster Care EDBC and all of the following are true:
 - The ARC 1 is signed
 - The program is not ARC
 - There is not a previously existing FC EDBCor
There is at least one previously existing FC EDBC for the same benefit month and in the most recent saved previously existing FC EDBC the program did not have a FC or ARC aid code.
or

There is at least one previously existing FC EDBC for the previous benefit month and in the most recent saved previously existing FC EDBC the program did not have a FC or ARC aid code.

Note: This situation arises when the recipient is approved for Foster Care but the program does not have an ARC Program Aid code. However, since the ARC 1 signed, they will receive a Denial NOA for the ARC Program in addition to any existing Foster Care NOAs.

2. The Program Status is Denied in a newly run Foster Care EDBC and all of the following are true:

- The ARC 1 is signed
- The program is ARC
- The Program Status Reason is Home Facility Not Eligible (CT73_F04)
- There is not a previously existing FC EDBC for the current Benefit month

or

There is at least one previously existing FC EDBC for the same benefit month and in the most recent saved previously existing FC EDBC the program did not have an ARC aid code.

or

There is at least one previously existing FC EDBC for the previous benefit month and in the most recent saved previously existing FC EDBC the program did not have an ARC aid code.

Note: With this effort, this fragment will always generate along with ARC Denial Reason for Home Not Approved (See Section 2.4) when generated from this generation condition #2.

Action Fragment: FC_DN_ACTION2 (Fragment ID: 4098)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Denial Reason Fragments that have had their generation conditions been met. The ARC Denial NOA can generate more than one ARC Denial Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_DN_ACTION2)
2. Reason Fragment for "Home Not Approved"
 - See Recommendation 2.4
3. Reason Fragment for "Not Under California Jurisdiction"
 - See Recommendation 2.5
4. Reason Fragment for "Qualified For Foster Care Funding"
 - See Recommendation 2.6
5. Reason Fragment for "Child Ineligible Due To Age"

- See Recommendation 2.7
- 6. Reason Fragment for "Other"
 - See Recommendation 2.8

3. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Elig for FC Fund

NOA Title: ARC_DN_NOA_TYPE (Fragment ID: 3135)

NOA Title Requires Translations: N

NOA Footer: NA 1279 (11/16)

NOA Footer Requires Translations: N

2.7 Adding a New ARC Child Ineligible Due To Age Denial NOA Reason

2.7.1 Overview

This effort is to add a new ARC Child Ineligible Due To Age Denial NOA Reason Fragment with verbiage taken from one of the denial reasons listed in the current ARC Denial NOA fragment.

The current version of the ARC Denial NOA generates all denial reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Denial NOA to only generate the applicable denial reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1279 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.7.2 Description of Change

1. Create an ARC Denial NOA Reason Fragment for Ineligible Due To Age XDP

This effort will add a new ARC Denial NOA Reason fragment for when the recipient has been denied for the ARC program due to the child being ineligible due to age. This verbiage exists in the current version of the ARC Denial Reason fragment and will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #9

DESCRIPTION	TEXT	FORMATTING*
Static	The child is not eligible because of age.	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Denial Reason for Ineligible Due To Age

The ARC Denial Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Denied in the newly run Foster Care EDBC
- The ARC 1 is signed
- The program is ARC
- The Program Person Status Reason is Age (CT73_81)
- There is not a previously existing FC EDBC

or

There is at least one previously existing FC EDBC for the same benefit month and in the most recent saved previously existing FC EDBC the program did not have an ARC aid code.

or

There is at least one previously existing FC EDBC for the previous benefit month and in the most recent saved previously existing FC EDBC the program did not have an ARC aid code.

Action Fragment: FC_DN_ACTION2 (Fragment ID: 4098)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Denial Reason Fragments that have had their generation conditions been met. The ARC Denial NOA can generate more than one ARC Denial Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_DN_ACTION2)
2. Reason Fragment for "Home Not Approved"
 - See Recommendation 2.4
3. Reason Fragment for "Not Under California Jurisdiction"
 - See Recommendation 2.5
4. Reason Fragment for "Qualified For Foster Care Funding"
 - See Recommendation 2.6
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.7
6. Reason Fragment for "Other"
 - See Recommendation 2.8

3. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Ineligible Age

NOA Title: ARC_DN_NOA_TYPE (Fragment ID: 3135)

NOA Title Requires Translations: N

NOA Footer: NA 1279 (11/16)

NOA Footer Requires Translations: N

2.8 Adding a New ARC Other Reasons Denial NOA Reason

2.8.1 Overview

This effort is to add a new ARC Other Reasons Denial NOA Reason Fragment and the verbiage displayed on this fragment is only the Status Reason belonging to the Program Person.

The current version of the ARC Denial NOA generates all denial reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Denial NOA to only generate the applicable denial reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1279 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Denial

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.8.2 Description of Change

1. Create an ARC Denial NOA Reason Fragment for Other Reasons XDP

This effort will add a new ARC Denial NOA Reason fragment for when the recipient has been denied for the ARC program due to other reasons not covered by other denial reason fragments. The ARC Denial NOA is being updated to only generate the applicable denial reason. It will no longer generate denial reasons that are not applicable. The check boxes will also no longer generate on any denial reason. The variable generated for this fragment will match the variable found in the corresponding reason found in the current ARC Denial NOA Reason.

NOA Mockups/Examples: See Supporting Documents #10

DESCRIPTION	TEXT	FORMATTING*
Static	<OTHER_REASON_DESCR>.	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Denial Reason for Other Reason

The ARC Discontinuance Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Denied in the newly run Foster Care EDBC
- The ARC 1 is signed
- The program is ARC
- There exists at least one Foster Care Program Person Status Reasons that is not already used to generate one of the other ARC Denial Reason Fragments. The Status Reasons already in use are as follows:
 - Home Facility Not Eligible (CT73_F04) (Used for Recommendation 2.4 and 2.6)
 - County Transfer (CT73_89) (Used for Recommendation 2.5)
 - Not CW Child (CT73_81) (Used for Recommendation 2.7)
- There is not a previously existing FC EDBC

or

There is at least one previously existing FC EDBC for the same benefit month and in the most recent saved previously existing FC EDBC the program did not have an ARC aid code.

or

There is at least one previously existing FC EDBC for the previous benefit month and in the most recent saved previously existing FC EDBC the program did not have an ARC aid code.

Action Fragment: FC_DN_ACTION2 (Fragment ID: 4098)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Denial Reason Fragments that have had their generation conditions been met. The ARC Denial NOA can generate more than one ARC Denial Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_DN_ACTION2)
2. Reason Fragment for "Home Not Approved"
 - See Recommendation 2.4
3. Reason Fragment for "Not Under California Jurisdiction"
 - See Recommendation 2.5
4. Reason Fragment for "Qualified For Foster Care Funding"
 - See Recommendation 2.6
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.7

6. Reason Fragment for "Other"
 - See Recommendation 2.8

3. Add Fragment Variable Population

Variable Name	Population	Formatting*
OTHER_REASON_DESCR	<p>Generates with the Foster Care Program Person EDBC Status Reason(s) specified for the individual being denied for the ARC program.</p> <p>For example, if a person is denied for the EDBC status reason of 'Deceased', the reason listed would be 'Deceased'.</p> <p>Only Status Reasons that are not already being used to generate one of the other ARC Denial Reason Fragment should populate in this variable. A list of Status Reasons already associated with other ARC Denial Reason Fragments can be found in the previous section (Section 2.8.2, Item 2). Those Status Reasons should be excluded from generating with this variable.</p> <p>If there are more than one Status Reason, then all Status Reasons will be listed out, separated by a comma.</p> <p>Example of one status reason: Status Reason One</p> <p>Example of two status reasons: Status Reason One, Status Reason Two</p>	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

Variables Requiring Translations: N/A

4. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

5. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Other Reasons

NOA Title: ARC_DN_NOA_TYPE (Fragment ID: 3135)

NOA Title Requires Translations: N

NOA Footer: NA 1279 (11/16)

NOA Footer Requires Translations: N

2.9 Remove existing ARC Denial NOA Reason Fragment

2.9.1 Overview

This effort will remove the ARC Denial NOA Reason Fragment. Separate Reason fragments will be added with this SCR (See Recommendations 2.4 – 2.8) for all reasons that are currently automated in the system. Since those Reason fragments will now generate in place of this one, this Reason fragment will no longer be needed and will be removed from the system.

Reason Fragment Name and ID: ARC Denial Reason

FC_DN_ARC_T501

(Fragment ID: 7456)

State Form/NOA: NA 1279 (11/16)

Current NOA Template: FC_NOA_TEMPLATE (Fragment ID: 3030),

ARC_NOA_TEMPLATE (Fragment ID: 3034)

Current Program(s): Foster Care/Approved Relative Caregiver (ARC)

Current Action Type: Denial

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: NA Back 9

Existing Languages: English

2.9.2 Description of Change

1. Remove existing ARC Denial Reason Fragment

Remove the existing ARC Denial Reason (ID: 7456) XDP from the database and code. Update generation conditions and variable population to generate and populate the new Reason fragments in Recommendations 2.4 – 2.8.

2.10 Update ARC Discontinuance NOA Action Fragment

2.10.1 Overview

This effort will update the ARC Discontinuance NOA Action verbiage. The shared verbiage from the ARC Reason Discontinuance Fragment be moved to this Action fragment to prevent redundant verbiage from generating on the NOA when more than one reason is applicable.

Action Fragment Name and ID: ARC Discontinuance Action

FC_TN_ACTION3

(Fragment ID: 4099)

State Form/NOA: NA 1280 (11/16)

Current Program(s): Foster Care/Approved Relative Caregiving (ARC)

Current Action Type: Discontinuance

Current Fragment Level: Program

Currently Repeatable: N

Existing Languages: English

2.10.2 Description of Change

1. Update the ARC Discontinuance NOA Action Fragment XDP

Update the ARC Discontinuance NOA Action fragment with additional verbiage. The verbiage is being moved to this Action fragment in order to avoid verbiage redundancy when more than one reason is applicable.

Updated Languages: English

NOA Mockups/Examples: See Supporting Documents #11, 12, 13, 14 and 15

DESCRIPTION	EXISTING TEXT	UPDATED TEXT	FORMATTING*
Static	As of <DATE>, the County is stopping your cash aid for <NAME> under the ARC Program. Here's why:	As of <DATE>, the County is stopping your cash aid for <NAME> under the ARC Program. Here's why: You are no longer eligible for cash aid under the ARC Program for the following reason(s):	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2.11 Adding a New ARC Child No Longer Placed With You Discontinuance NOA Reason

2.11.1 Overview

This effort is to add a new ARC Child No Longer Placed With You Discontinuance NOA Reason Fragment with verbiage taken from one of the discontinuance reasons listed in the current ARC Discontinuance NOA fragment.

The current version of the ARC Discontinuance NOA generates all discontinuance reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Discontinuance NOA to only generate the applicable discontinuance reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1280 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.11.2 Description of Change

1. Create an ARC Discontinuance NOA Reason Fragment for Child No Longer With You XDP

This effort will add a new ARC Discontinuance NOA Reason fragment for when the recipient has been discontinued from the ARC program due to the child no longer being placed with the recipient. This verbiage exists in the current version of the ARC Discontinuance Reason fragment and will now only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #11

DESCRIPTION	TEXT	FORMATTING*
Static	The child is no longer placed with you.	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Discontinuance Reason for Child No Longer With You

The ARC Discontinuance Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Discontinued in the newly run Foster Care EDBC
- The program person status reason is No Longer In Care (CT73_F06)
or
The Program Person Status Reason is Child Not In Placement (CT73_WI)
- There is at least one existing Foster Care EDBC for the current Benefit month and in the most recent saved Foster Care EDBC of the existing Foster Care EDBCs there was an ARC aid code
or
there is not a previously existing Foster Care EDBC for the current Benefit month and there is at least one Foster Care EDBC for the previous month and in the most recent saved Foster Care EDBC for the previous month there was an ARC aid code

Action Fragment: FC_TN_ACTION3 (Fragment ID: 4099)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Discontinuance Reason Fragments that have had their generation conditions been met. The ARC Discontinuance NOA can generate more than one ARC Discontinuance Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_TN_ACTION3)
2. Reason Fragment for "Child No Longer With You"
 - See Recommendation 2.11
3. Reason Fragment for "Home No Longer Approved"
 - See Recommendation 2.12
4. Reason Fragment for "No Longer Under California Jurisdiction"
 - See Recommendation 2.13
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.14
6. Reason Fragment for "Other"
 - See Recommendation 2.15

3. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Child No Longer With You

NOA Title: ARC_TN_NOA_TYPE (Fragment ID: 3136)

NOA Title Requires Translations: N

NOA Footer: NA 1280 (11/16)

NOA Footer Requires Translations: N

2.12 Adding a New ARC Home No Longer Approved Discontinuance NOA Reason

2.12.1 Overview

This effort is to add a new ARC Home No Longer Approved Discontinuance NOA Reason Fragment with verbiage taken from one of the discontinuance reasons listed in the current ARC Discontinuance NOA fragment.

The current version of the ARC Discontinuance NOA generates all discontinuance reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Discontinuance NOA to only generate the applicable discontinuance reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1280 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.12.2 Description of Change

1. Create an ARC Discontinuance NOA Reason Fragment for Home No Longer Approved XDP

This effort will add a new ARC Discontinuance NOA Reason fragment for when the recipient has been discontinued from the ARC program due to the home being no longer approved. This verbiage exists in the current version of the ARC Discontinuance Reason fragment and now will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #12

DESCRIPTION	TEXT	FORMATTING*
Static	Your home is no longer approved, and you received a Notice of Action—Denial of Home	Arial Font Size 10

	Assessment/Approval (NA 1271) from the County explaining why.	
--	---	--

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Discontinuance Reason for Home No Longer Approved

The ARC Discontinuance Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Discontinued in the newly run Foster Care EDBC
- The Program Person Status Reason is Home Facility Not Eligible (CT73_F04)
- There is at least one existing Foster Care EDBC for the current Benefit month and in the most recent saved Foster Care EDBC of the existing Foster Care EDBCs for that month there was an ARC aid code
or
There is not a previously existing Foster Care EDBC for the current Benefit month and there is at least one Foster Care EDBC for the previous month and in the most recent saved Foster Care EDBC for the previous month there was an ARC aid code

Action Fragment: FC_TN_ACTION3 (Fragment ID: 4099)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Discontinuance Reason Fragments that have had their generation conditions been met. The ARC Discontinuance NOA can generate more than one ARC Discontinuance Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_TN_ACTION3)
2. Reason Fragment for "Child No Longer With You"
 - See Recommendation 2.11
3. Reason Fragment for "Home No Longer Approved"
 - See Recommendation 2.12
4. Reason Fragment for "No Longer Under California Jurisdiction"
 - See Recommendation 2.13
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.14
6. Reason Fragment for "Other"
 - See Recommendation 2.15

3. Add Fragment Regulations

The following regulations will be added when the ARC Denial NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89,15-20,15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Home No Longer Approved

NOA Title: ARC_TN_NOA_TYPE (Fragment ID: 3136)

NOA Title Requires Translations: N

NOA Footer: NA 1280 (11/16)

NOA Footer Requires Translations: N

2.13 Adding a New ARC No Longer Under California Jurisdiction Discontinuance NOA Reason

2.13.1 Overview

This effort is to add a new ARC No Longer Under California Jurisdiction Discontinuance NOA Reason Fragment with verbiage taken from one of the discontinuance reasons listed in the current ARC Discontinuance NOA fragment.

The current version of the ARC Discontinuance NOA generates all discontinuance reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Discontinuance NOA to only generate the applicable discontinuance reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1280 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.13.2 Description of Change

1. Create an ARC Discontinuance NOA Reason Fragment for No Longer Under California Jurisdiction XDP

This effort will add a new ARC Discontinuance NOA Reason fragment for when the recipient has been discontinued from the ARC program due to the child no longer being under the jurisdiction of the California juvenile court. This verbiage exists in the current version of the ARC Discontinuance Reason fragment and will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #13

DESCRIPTION	TEXT	FORMATTING*
Static	The child is no longer under the jurisdiction of the California juvenile court.	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Discontinuance Reason for No Longer Under California Jurisdiction

The ARC Discontinuance Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Discontinued in the newly run Foster Care EDBC
- The Program Person Status Reason is Jurisdiction Transfer (CT73_89)
- There is at least one existing Foster Care EDBC for the current Benefit month and in the most recent saved Foster Care EDBC of the existing Foster Care EDBCs for that month there was an ARC aid code
or
There is not a previously existing Foster Care EDBC for the current Benefit month and there is at least one Foster Care EDBC for the previous month and in the most recent saved Foster Care EDBC for the previous month there was an ARC aid code

Action Fragment: FC_TN_ACTION3 (Fragment ID: 4099)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Discontinuance Reason Fragments that have had their generation conditions been met. The ARC Discontinuance NOA can generate more

than one ARC Discontinuance Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_TN_ACTION3)
2. Reason Fragment for "Child No Longer With You"
 - See Recommendation 2.11
3. Reason Fragment for "Home No Longer Approved"
 - See Recommendation 2.12
4. Reason Fragment for "No Longer Under California Jurisdiction"
 - See Recommendation 2.13
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.14
6. Reason Fragment for "Other"
 - See Recommendation 2.15

3. Add Fragment Regulations

The following regulations will be added when the ARC Discontinuance NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: CA Jurisdiction

NOA Title: ARC_TN_NOA_TYPE (Fragment ID: 3136)

NOA Title Requires Translations: N

NOA Footer: NA 1280 (11/16)

NOA Footer Requires Translations: N

2.14 Adding a New ARC Child Ineligible Due To Age Discontinuance NOA Reason

2.14.1 Overview

This effort is to add a new ARC Child Ineligible Due To Age Discontinuance NOA Reason Fragment with verbiage taken from one of the

discontinuance reasons listed in the current ARC Discontinuance NOA fragment.

The current version of the ARC Discontinuance NOA generates all discontinuance reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Discontinuance NOA to only generate the applicable discontinuance reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1280 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care, Approval Relative Caregiving (ARC)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.14.2 Description of Change

1. Create an ARC Discontinuance NOA Reason Fragment for Child Ineligible Due To Age XDP

This effort will add a new ARC Discontinuance NOA Reason fragment for when the recipient has been discontinued from the ARC program due to the child no longer being eligible due to age. This verbiage exists in the current version of the ARC Discontinuance Reason fragment and will only generate when applicable. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #14

DESCRIPTION	TEXT	FORMATTING*
Static	The child is not eligible because of age.	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Discontinuance Reason for Child Ineligible Due To Age

The ARC Discontinuance Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Discontinued in the newly run Foster Care EDBC
- The Program Person Status Reason and it is Age (CT73_81)
- There is at least one existing Foster Care EDBC for the current Benefit month and in the most recent saved Foster Care EDBC of the existing Foster Care EDBCs for that month there was an ARC aid code
or
There is not a previously existing Foster Care EDBC for the current Benefit month and there is at least one Foster Care EDBC for the previous month and in the most recent saved Foster Care EDBC for the previous month there was an ARC aid code

Action Fragment: FC_TN_ACTION3 (Fragment ID: 4099)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Discontinuance Reason Fragments that have had their generation conditions been met. The ARC Discontinuance NOA can generate more than one ARC Discontinuance Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_TN_ACTION3)
2. Reason Fragment for "Child No Longer With You"
 - See Recommendation 2.11
3. Reason Fragment for "Home No Longer Approved"
 - See Recommendation 2.12
4. Reason Fragment for "No Longer Under California Jurisdiction"
 - See Recommendation 2.13
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.14
6. Reason Fragment for "Other"
 - See Recommendation 2.15

3. Add Fragment Regulations

The following regulations will be added when the ARC Discontinuance NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

4. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Child Ineligible Due To Age

NOA Title: ARC_TN_NOA_TYPE (Fragment ID: 3136)

NOA Title Requires Translations: N

NOA Footer: NA 1280 (11/16)

NOA Footer Requires Translations: N

2.15 Adding a New ARC Other Reasons Discontinuance NOA Reason

2.15.1 Overview

This effort is to add a new Other Reasons Discontinuance NOA Reason Fragment and the verbiage displayed on this fragment is only the Status Reason belonging to the Program Person.

The current version of the ARC Discontinuance NOA generates all discontinuance reasons and marks the checkbox that corresponds with the applicable reason. The efforts of this SCR will update the ARC Discontinuance NOA to only generate the applicable discontinuance reason without a check box. The non-applicable reasons will no longer generate.

State Form/NOA: NA 1280 (11/16)

NOA Template: ARC_NOA_TEMPLATE (Fragment ID: 3034)

Programs: Foster Care/Approval Relative Caregiving (ARC)

Action Type: Discontinuance

Fragment Level: Program

Repeatable: N

Include NA Back 9: Y

Forms/NOAs Generated with this NOA: NA Back 9

Languages: English

2.15.2 Description of Change

1. Create an ARC Discontinuance NOA Reason Fragment for Other Reasons XDP

This effort will add a new ARC Discontinuance NOA Reason fragment for when the recipient has been discontinued from the ARC program due to other reasons not covered by other discontinuance reason fragments.

The variable generated for this fragment will match the variable found in the corresponding reason found in the current ARC Denial NOA Reason. There will no longer be a check box.

NOA Mockups/Examples: See Supporting Documents #15

DESCRIPTION	TEXT	FORMATTING*
Static	<OTHER_REASON_DESCRIPTION>.	Arial Font Size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Generation for ARC Discontinued Reason for Other Reason

The ARC Discontinuance Reason will generate on a NOA when all of the following conditions are true:

- The Program Status is Discontinued in the newly run Foster Care EDBC
- There exists at least one Foster Care Program Person Status Reasons that is not already used to generate one of the other ARC Discontinuance Reason Fragments. The Status Reasons already in use are as follows:
 - No Longer In Care (CT73_F06) (Used in Recommendation 2.11)
 - Child Not In Placement (CT73_WI) (Used in Recommendation 2.11)
 - Home Facility Not Eligible (CT73_F04) (Used In Recommendation 2.12)
 - FC County Transfer (CT73_89) (Used in Recommendation 2.13)
 - Not CW Child (CT73_81) (Used in Recommendation 2.14)
- There is at least one existing Foster Care EDBC for the current Benefit month and in the most recent saved Foster Care EDBC of the existing Foster Care EDBCs for that month there was an ARC aid code
or
There is not a previously existing Foster Care EDBC for the current Benefit month and there is at least one Foster Care EDBC for the previous month and in the most recent saved Foster Care EDBC for the previous month there was an ARC aid code

Action Fragment: FC_TN_ACTION3 (Fragment ID: 4099)

Message Fragment: None

Ordering on NOA: The Action Fragment will generate first, followed by all ARC Discontinuance Reason Fragments that have had their generation conditions been met. The ARC Discontinuance NOA can generate more

than one ARC Discontinuance Reason Fragments per NOA. Assuming their respective generation conditions are met, the fragments should generate in the following order:

1. Action Fragment (FC_TN_ACTION3)
2. Reason Fragment for "Child No Longer With You"
 - See Recommendation 2.11
3. Reason Fragment for "Home No Longer Approved"
 - See Recommendation 2.12
4. Reason Fragment for "No Longer Under California Jurisdiction"
 - See Recommendation 2.13
5. Reason Fragment for "Child Ineligible Due To Age"
 - See Recommendation 2.14
6. Reason Fragment for "Other"
 - See Recommendation 2.15

3. Add Fragment Variable Population

Variable Name	Population	Formatting*
OTHER_REASON_DESCRIPTION	<p>Generates with the Foster Care Program Person Status Reason(s) specified for the individual being discontinued from the ARC program.</p> <p>Only Status Reasons that are not already being used to generate one of the other ARC Discontinuance Reason Fragment should populate in this variable. A list of Status Reasons already associated with other ARC Discontinuance Reason Fragments can be found in the previous section (Section 2.15.2, Item 2). Those Status Reasons should be excluded from generating with this variable.</p> <p>If there are more than one Status Reason, then all Status Reasons will be listed out, separated by a comma.</p> <p>Example of one status reason: Doesn't Meet Program Req.</p>	Arial Font Size 10

	Example of two status reasons: Doesn't Meet Program Req., On Aid in Another Case	
--	--	--

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

Variables Requiring Translations: N/A

4. Add Fragment Regulations

The following regulations will be added when the ARC Discontinuance NOA Reason Fragment is generated on the NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89, 15-20, 15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version.

5. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Other Reasons

NOA Title: ARC_TN_NOA_TYPE (Fragment ID: 3136)

NOA Title Requires Translations: N

NOA Footer: NA 1280 (11/16)

NOA Footer Requires Translations: N

2.16 Remove the existing ARC Discontinuance NOA Reason Fragment

2.16.1 Overview

This effort will remove the ARC Discontinuance NOA Reason Fragment. Separate Reason fragments will be added with this SCR (See Recommendations 2.11 – 2.15) for all reasons that are currently automated in the system. Since those Reason fragments will now generate in place of this one, this Reason fragment will no longer be needed and will be removed from the system.

Reason Fragment Name and ID: ARC Discontinuance Reason

FC_TN_ARC_T502
(Fragment ID: 7457)

State Form/NOA: NA 1280 (11/16)

Current NOA Template: FC_NOA_TEMPLATE (Fragment ID: 3030),
ARC_NOA_TEMPLATE (Fragment ID: 3034)

Current Program(s): Foster Care/Approved Relative Caregiver (ARC)

Current Action Type: Discontinuance

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: NA Back 9

Existing Languages: English

2.16.2 Description of Change

1. Remove existing ARC Discontinuance Reason Fragment

Remove the existing ARC Discontinuance Reason (ID: 7457) XDP from the database and code. Update generation conditions and variable population to generate and populate the new Reason fragments in Recommendations 2.11 – 2.15.

2.17 Adding new ARC Form NA 1281

2.17.1 Overview

This effort is to add the NA 1281 Change ARC form to the template repository. This form is being added to the Template Repository to be generated by the worker for reasons not currently available in the system.

Note: The Template Repository NA 1281 will match the State version which includes the 'age' reason. There will be no automation around this reason in Template Repository and the NA 1281 that generates from EDBC (see Recommendation 2.18) will not include automation around the 'age' reason as it has been determined to no longer be applicable.

State Form: NA 1281 (11/16)

Programs: Approved Relative Caregiving (ARC)

Attached Forms: Y, NA Back 9

Forms Category: Forms

Template Repository Visibility: All Counties

Languages: English

2.17.2 Description of Change

1. Create Form XDP

Add the NA 1281 (11/16) XDP in English.

Form Header: Standard Header (Header_1)

Form Title (Document List Page Displayed Name): ARC Change

Form Number: NA 1281 (11/16)

Include NA Back 9: Y

Imaging Form Name: ARC Benefit Change NOA

Imaging Document Type: Notification/NOA

Form Mockups/Examples: See Supporting Documents #17

2. Add Form Variable Population

Populate the Change ARC form with the following variables:

Variable Name	Population	Formatting	Editable*, Field Type	Template Repository Population	Populates with Form Generation
DATE	Default populates with the System's date. Example: '04/01/2021'	Arial Font Size 10 (mm/dd/yyyy)	Y, Date Field	Y	N, only available in Template Repository
NAME	Default populates the name of the ARC Program's Primary Applicant. Example: 'Jane Doe'	Arial Font Size 10	Y, Text Field	Y	N, only available in Template Repository
PRIOR_AMT	Blank field editable by the worker.	Arial Font Size 10	Y, Numeric Field	N	N, only available in Template Repository

	Example: '\$707.00'	(\$#,###.##)			
NEW_AMT	Blank field editable by the worker. Example: '\$545.00'	Arial Font Size 10 (\$#,###.##)	Y, Numeric Field	N	N, only available in Template Repository
RSN_DESCR	Blank field editable by the worker.	Arial Font Size 10	Y, Text Field	N	N, only available in Template Repository

* Note: The Editable column of the table above refers to if the variable will be editable when populated. When generating a Blank Form from Template Repository the field will be editable unless otherwise indicated.

Variables Requiring Translations: N/A

3. Add Barcode

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

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.

4. Add Form to Template Repository

Add the form NA 1281 to the Template Repository with the following Document Parameters:

Required Document Parameters: Case Number, Program, Language, Customer Name

5. Add Form Print Options and Mailing Requirements

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

Mailing Requirements:

Mail-To (Recipient): Participant

Mailed From (Return): Program Worker's Office Address

Mail-back-to Address: N/A

Outgoing Envelope Type: Standard Envelope

Return Envelope Type: N/A

Additional Requirements:

Special Paper Stock: N/A

Enclosures: N/A

Electronic Signature: N

Post to SSP: Y

2.18 Update Foster Care Rate Change Reasons for the ARC Program

2.18.1 Overview

This effort will update the existing Rate Change NOA Fragments to generate on the ARC Change NOA instead of the FC Change NOA when the program is ARC.

Reason Fragment Name and ID: Foster Care Rate Change

FC_CH_COLA_RSN

Fragment ID: 7619

State Form/NOA: 'NOA 290 Rate Change (11/09) AFDC-FC' for FC

Current NOA Template: FC_NOA_TEMPLATE (Fragment ID: 3030)

Current Program(s): Foster Care

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: Y, NA Back 9

Existing Languages: English

2.18.2 Description of Change

1. Updates to Fragment Generation:

Update the Reason Fragment to generate on the appropriate ARC Template and with the ARC NOA Fragments when generated for ARC. All existing generation and Action/Message/ Fragments for Foster Care will remain unchanged.

NOA Mockups/Examples: See Supporting Documents #17

New NOA Template: Yes,

For ARC: ARC_NOA_TEMPLATE (Fragment ID: 3034)

New Program Generation: Yes, ARC

Action Fragment:

For ARC: FC_CH_ACTION2 (Fragment ID: 4100)

Note: The ARC Action Fragment is currently only available in English. Threshold will be added with CA-231685.

Message Fragment:

For ARC: None

Ordering on NOA: The reasons fragment will generate immediately following the associated Action Fragment listed above for ARC NOAs.

2. Update Fragment Regulations

The following regulations will be added when the Rate Change Fragment generates on a ARC Change NOA:

New Regulations:

WIC Section 11461.3, SB 855 (Chapter 29, Statutes of 2014); Section 58 of Chapter 20 of the Statutes of 2015; ACIN I-42-14; ACL 14-89,15-20,15-20-E, 15-83, and 16-92; and CFL 14-15-45, 14-15-52, 14-15-58, 15-16-07, and 15-16-24.

Note: These regulations have been updated to match the Regulations provided on the newest State version. Regulations that generate for FC will not be impacted with this change.

3. Add NOA Title and Footer Reference for new Reason

NOA Reference on Document List Page: Rate Change

NOA Title: Create the following new NOA Title for ARC Change NOA:

Line	Text	Font
1	NOTICE OF ACTION – CHANGE	Arial Bold Font Size 12
2	APPROVED RELATIVE CAREGIVER	Arial Bold Font Size 12
3	(ARC) PAYMENT	Arial Bold Font Size 12

NOA Title Requires Translations: N

NOA Footer: NA 1281 (11/16)

NOA Footer Requires Translations: N

2.19 Update ARC Approval NOA Message

2.19.1 Overview

Currently the ARC Approval Message generates with verbiage regarding EBT, however the recipient may be receiving Direct Deposit or Check instead. This effort will update the Message that generate to only display the EBT section when the recipient will be given benefits through EBT.

Message Fragment Name and ID: FC_AP_MESSAGE1, ID: 5085

State Form/NOA: NA 1278 (11/16)

Current Program(s): ARC

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: No, this will only ever generate once on a NOA when applicable

Existing Languages: English

2.19.2 Description of Change

1. Update Fragment XDP

Update the ARC Approval Message XDP to separate the EBT verbiage into a dynamically generated section.

Updated Languages: English

NOA Mockups/Examples: See Supporting Documents #3, 4, and 5

Description	Existing Text	Formatting*
-------------	---------------	-------------

Dynamic Section (EBT_MSG)	EBT: Keep your EBT card if you use EBT, even if your aid is terminated. Please do not throw your card away. If your ARC cash aid will be issued on a new EBT card, you will receive the new EBT card within 10 business days for this case. If your family currently receives CalWORKs or other benefits on an EBT card, and the child's county of court jurisdiction is the same as the child's county of residence, the child's ARC payments will be consolidated onto the family's existing EBT card. If the child is a nonminor dependent, he/she will receive his/her own EBT card.	Arial Font size 10
Static Section	<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>	Arial Font size 10

*This particular Fragment is currently only available in English and at such time we add additional languages they will follow the project standards for that language.

2. Add Fragment Section Generation

Add generation conditions to the new Dynamic Section in the ARC Message Fragment.

Section	Generation Conditions
EBT_MSG	This section will generate if the Issuance Method on the EDBC Summary page is listed as EBT Card.

3 SUPPORTING DOCUMENTS

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

Examples below do not include the NA Back 9, however the most current system version of the NA Back 9 will generate with all NOA/Forms per the Design Recommendations.

Number	Functional Area	Description	Attachment
1	Form	Updated state version of NA 1277 in English.	See "NA 1277 - ARC Overpayment Mockup (EN).pdf"
2	Form	Updated state version of NA 1277 in Spanish.	See "NA 1277 - ARC Overpayment Mockup (SP).pdf"
3	NOA	Mockup of NA 1278 for Issuance Type "EBT Card"	See "NA 1278 - ARC Approval Mockup - EBT Card.pdf"
4	NOA	Mockup of NA 1278 for Issuance Type "Check Mailed"	See "NA 1278 - ARC Approval Mockup - Check Mailed.pdf"
5	NOA	Mockup of NA 1278 for Issuance Type "Direct Deposit"	See "NA 1278 - ARC Approval Mockup - Direct Deposit.pdf"
6	NOA	Mockup for NA 1279 for Reason "Home Not Approved"	See "NA 1279 - ARC Denial Mockup - Home Not Approved.pdf"
7	NOA	Mockup for NA 1279 for Reason "Child Not Under California Jurisdiction"	See "NA 1279 - ARC Denial Mockup - Child Not Under California Jurisdiction.pdf"
8	NOA	Mockup for NA 1279 for Reason "Qualify for Foster Care Funds"	See "NA 1279 - ARC Denial Mockup - Qualify for Foster Care Funds.pdf"
9	NOA	Mockup for NA 1279 for Reason "Ineligible Due To Age"	See "NA 1279 - ARC Denial Mockup - Ineligible Due To Age.pdf"
10	NOA	Mockup for NA 1279 for Reason "Other"	See "NA 1279 - ARC Denial Mockup - Other.pdf"
11	NOA	Mockup for NA 1280 for Reason "No Longer Placed With You"	See "NA 1280 - ARC Disc Mockup - No Longer Placed With You.pdf"

12	NOA	Mockup for NA 1280 for Reason "Home No Longer Approved"	See "NA 1280 - ARC Disc Mockup - Home No Longer Approved.pdf"
13	NOA	Mockup for NA 1280 for Reason "Child No Longer Under California Jurisdiction"	See "NA 1280 - ARC Disc Mockup - Child No Longer Under California Jurisdiction.pdf"
14	NOA	Mockup for NA 1280 for Reason "Ineligible Due To Age"	See "NA 1280 - ARC Disc Mockup - Ineligible Due To Age.pdf"
15	NOA	Mockup for NA 1280 for Reason "Other"	See "NA 1280 - ARC Disc Mockup - Other.pdf"
16	Form	Mockup for NA 1281 Form	See "NA 1281 FORM Example.pdf"
17	NOA	Mockup for NA 1281 for "Rate Change"	See "NA 1281 - ARC Change Mockup (NOA).pdf"

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.1.16 CAR-1220	The LRS shall include standard electronic templates for all notices, NOAs, forms, letters, stuffers, and flyers that can be easily maintained by non-technical COUNTY-specified Users.	This SCR ensures that CalSAWS has the latest versions of these forms.

5 APPENDIX

5.1 ARC NOA Generation:

Below are the general conditions that generate an ARC NOA. Existing FC NOAs will generate as applicable. ARC Denial and Discontinuance NOAs will generate based on the failure reason, see Recommendations 2.4 through 2.8 for Denial Reason requirements and Recommendations 2.11 through 2.16 for Discontinuance Reason requirements.

Scenario	Month 1 EDBC	Month 2 EDBC	NOA Result
Run EDBC for first month and approve benefits.	ARC Aid Code = No ARC 1 is signed = Yes		ARC Denial NOA
Run EDBC for first month and approve benefits.	ARC Aid Code = Yes		ARC Approval NOA
Run EDBC for first month and denies the program.	ARC 1 is signed = Yes EDBC Denies the program.		ARC Denial NOA
Run EDBC for second month and Aid Code changes from FC to ARC.	ARC Aid Code = No	ARC Aid Code = Yes	ARC Approval NOA
Run EDBC for second month and Aid Code changes from ARC to FC.	ARC Aid Code = Yes	ARC Aid Code = No	ARC Discontinuance NOA
Run EDBC for second month and program is discontinued.	ARC Aid Code = Yes	EDBC Discontinues the program	ARC Discontinuance NOA

Scenario	Month 1 Original EDBC	Month 1 Rerun EDBC	NOA Result
Rerun EDBC and change from FC to ARC Aid Code.	ARC Aid Code = No	ARC Aid Code = Yes	ARC Approval NOA
Rerun EDBC and change from ARC Aid Code to FC Aid Code.	ARC Aid Code = Yes	ARC Aid Code = No	ARC Discontinuance NOA

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-205757

MEDS: Add new MEDS alerts 1523, 9577 and update Alert Type fields of existing alert 9504

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sowmya Coppisetty
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/28/2021	1.0	Initial version	Sowmya Coppisetty
2/9/2022	1.1	Content Revision – Task Config	Sowmya Coppisetty

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1 OVERVIEW

1.1 Current Design

CalSAWS currently does not display MEDS alert 1523 and 9577 on the MEDS Alert Search page and MEDS Alert Admin page. These alerts are stated under the work effort MEDS Change Cycle letter 437 and 471.

And the Alert Type and Alert Action type of the MEDS Alert ID 9504- Eligibility Redetermination Due in CalSAWS is currently saved as 'ALERT'.

1.2 Requests

1. Add MEDS alert to display on the MEDS Alert Search page and MEDS Alert Admin page in CalSAWS
 - a) 1523 – ALIEN-NO BELONGS TO ANOTHER MEDS-ID
 - b) 9577- ELIGIBILITY REDETERMINATION OVERDUE
2. Update the Alert type and Alert Action type of an existing alert 9504.

1.3 Overview of Recommendations

1. Add new MEDS alert 1523 and 9577 to display on the MEDS Alert Search page and MEDS Alert Admin page in CalSAWS.
2. Update the Alert type and Alert Action Type of an existing alert 9504 to 'PRI-ALT'

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 1523 and 9577 and update MEDS Alert 9504

2.1.1 Overview

Add MEDS Alert 1523 and 9577 into the CalSAWS system. The new MEDS Alerts will be displayed on the MEDS Alert Admin page and MEDS Alert Search page and Update the Alert type and Alert action type of an existing alert 9504.

2.1.2 Description of Change

1. Add new MEDS alert with the following details:
 - a. Alert ID (External Number): 1523
 - b. Internal Number (System use only): 0826
 - c. Alert Description (Title Description): ALIEN-NO BELONGS TO ANOTHER MEDS-ID
 - d. Alert/Alert Action Type: ALERT
 - e. Action Description: Correct and Reenter
2. Add new MEDS alert with the following details:
 - a. Alert ID (External Number): 9577
 - b. Internal Number (System use only): 0994
 - c. Alert Description (Title Description): ELIGIBILITY REDETERMINATION OVERDUE
 - d. Alert/Alert Action Type: PRI-ALT
 - e. Text Description: This alert is generated when the populated Redetermination Completed (RV-COMP) date is greater than 12 months. This alert is a reminder to counties and State Medical Eligibility workers that an eligibility Redetermination is overdue.
 - f. Action Description: Complete the Redetermination process.
3. Set MEDS Alert 1523 and 9577 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

5. Update the Alert type and Alert Action Type of the existing Alert 9504 from 'Alert' to 'PRI-ALT'.

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 1523 and 9577 to alert County Eligibility Workers when there is a discrepancy on Alien Number between MEDS and LRS and to remind eligibility is overdue and updated the Alert type and alert action type of existing alert 9504.



California Statewide Automated Welfare System

Design Document

CA-210573

CW Family Reunification Time on Aid

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/31/2022	1.0	Initial Version	Jimmy Tu
5/24/2022	1.1	Content Revision to remove 4R and 4P for CW as ACL is not ready yet.	Jimmy Tu
6/6/2022	1.2	Content Revision 2 to update the Cash Aid Time Limit Month Detail page to display the Federal/State Indicator.	Jimmy Tu
6/9/2022	1.3	Design Clarification to update Refer Column 27 for 4P and 4R to 'Y'.	Jimmy Tu
6/14/2022	1.4	Updated with CR 2 to include Validation on Cash Aid Time Limit month if user tries to create time limit month for 4P/4R prior to 1/1/2018.	Jimmy Tu

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1 OVERVIEW

1.1 Current Design

Prior to AB236, CalWORKs Family Reunification (FR) cases were only authorized to receive supportive services. Receiving supportive services does not impact the recipient's CalWORKs 48-month time clock and therefore the associated aid codes (4R and 4P) were not included in the TRAC System. Time limit months are automatically created for CalWORKs and Temporary Homeless Assistance programs after EDBC is run and approved. This information will also be automatically sent to WDTIP/TRAC. If there are any additional updates to a specific benefit month after a time limit month is created for CalWORKs or Homeless – Temp, the system automatically adjusts the Program Code and Aid Code information for a time limit month if there is a subsequent EDBC with new information.

CA-217944 updated the CalWORKs MTC from 48 months to 60 months and repealed the WTW 24 MTC effective 5/1/2022.

1.2 Requests

Homeless Assistance (HA) benefits are considered CalWORKs Special Needs payments and Special Needs payments do count as receipt of aid towards a recipient's CalWORKs 48-month time limits; therefore, these aid codes need to be added to the TRAC system so that all counties can appropriately track time-on-aid data for recipients in CalWORKs FR cases that receive CalWORKs or Temporary Homeless Assistance benefits requested in ACL 19-112.

1.3 Overview of Recommendations

1. Update the Cash Aid Time Limit Month Detail page to display the Federal/State Indicator.
2. Update Code Detail Category 184 for claim Aid Codes '4R' and '4P' as Non-Federal.
3. Update Code Detail Category 1166 to include mapping for aid codes '4R' and '4P' for Temporary Homeless Assistance programs.

1.4 Assumptions

1. We are updating Aid Codes '4R' and '4P' to claim as non-federal. We will not be changing records which were previously claimed as Federal.
2. No updates to claiming jobs are required. Once reference table 4 in CT 184 is updated to Non-Federal (NF) the existing jobs will claim these aid codes as Non-Federal.
3. Existing batch job will send transactions to WDTIP/TRAC for participants who receive benefits under Aid Code 4R and 4P. There are no impacts to any

WDTIP related batch jobs in CalSAWS, TRAC System (WDTIP) has added these Aid Codes to their system.

2 RECOMMENDATIONS

2.1 Cash Aid Time Limit Month Detail Page

2.1.1 Overview

The Cash Aid Time Limit Month Detail page allows users to add and edit time limits for a specific month. Users can also add exceptions such as good cause and sanctions.

2.1.2 Cash Aid Time Limit Month Detail Page

Cash Aid Time Limit Month Detail

* - Indicates required fields

Save Cancel

Name: *

Begin Month: * End Month: * Add Reason: *

06/2022 06/2022 Manual

Aid Issued By: * Send to WDTIP? * Case Number: *

Los Angeles Yes

Program: * Aid Code: * Federal/State Indicator: *

Homeless - Temp 4P - CW Family Reunification-All Families Non Federal

Exceptions

Type	Reason	Clocks	Created By
			Add

Save Cancel

Figure 2.1.1 – Cash Aid Time Limit Month Detail Page – Federal/State Indicator

2.1.3 Description of Changes

1. Update the Cash Aid Time Limit Month Detail page to display the Federal/State Indicator when the following is true:
 - a. Aid Code selected is one of the following:
 - i. 4P – CW Family Reunification-All Families
 - ii. 4R – CW Family Reunification-Two Parent
 - b. Program is Homeless – Temp

Note: As per ACL 19-112, time limits for 4R and 4P can only be created with Federal/State Indicator as 'Non-Federal' and program of Homeless - Temp. Creating 4R and 4P time limits for 'Federal' or 'Other'

will throw the following validation: 'Aid Code – Invalid aid code for specified period.'

2. Update the Cash Aid Time Limit Month Detail page to display the following validation when users attempt to create/edit a time limit month prior to 1/1/2018 to include Aid Codes 4R and 4P:
 - a. Validation: "Invalid aid code for specified period."

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

No Change.

2.1.7 Page Usage/Data Volume Impacts

No Change.

2.2 Code Table Change Request

2.2.1 Overview

This Code Table Change Request is to update the code detail tables 184 and 1166 to match the requirements listed in ACL 19-112.

2.2.2 Description of Change

1. Update Code Detail Table Category 184 for Aid Codes '4R' and '4P' to have the following values:
 - a. Reference Table 4 = Non-Federal (NF)
 - b. Reference Table 13 = Yes (Y)
 - c. Reference Table 27 = Yes (Y)
2. Update Code Detail Table Category 1166 to add the two following records for Temporary Homeless Assistance:

Short Decode Name	Refer Table 1 Descr (Program Code)	Refer Table 2 Descr (Aid Code)	Refer Table 3 Descr (Federal State Indicator)	Refer Table 4 Descr (Count TANF)	Refer Table 5 Descr (Count CW)	Refer Table 6 Descr (Count WTW)	Begin Date
HT – 4R	HT	4R	S	N	Y	N	1/1/2018
HT – 4P	HT	4P	S	N	Y	N	1/1/2018

2.2.3 Estimated Number of Records Impacted/Performance

3 records impacted.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.16.4.4	The LRS shall include the ability to process a mass update that involves the development of new policy in response to changes in federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures.	This requirement is being met by this SCR as we are updating the CalSAWS system to map aid codes '4R' and '4P' to the CW and HT programs to track time on aid via the TRAC system so that all counties can appropriately track time-on-aid information for recipients in CalWORKs FR cases that receive temporary HA benefits. This requirement is from in ACL 19-112.

5 MIGRATION IMPACTS

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

6 OUTREACH

None.

7 APPENDIX

None.



California Statewide Automated Welfare System

Design Document

CA-231234 – DDID 2718 FDS CSC: Task for
Cancelling an Appointment in Outbound IVR

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester, Farhat Ulain
	Reviewed By	Dheeraj Muralidara, Darcy Alexander, Logan Pratt, Matt Lower

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/11/2021	0.1	Initial Draft	Jared Kuester

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1 OVERVIEW

The automated outbound appointment reminder campaign allows customers to cancel an upcoming appointment that they're not able to attend. When an appointment is canceled, a new task will be created for the worker that the appointment was with.

1.1 Current Design

The existing outbound campaigns allow the customer to cancel their appointment, but a task isn't created automatically. If the user currently cancels their appointment, an e-mail is sent to the worker and a journal entry is made in the case.

Commented [DA1]: Can be enter an assumption that this functionality will remain or does this replace that functionality?

1.2 Requests

The CONTRACTOR shall configure the CalSAWS System to create a task when a customer cancels their appointment during a CalSAWS outbound IVR call.

Commented [JK2R1]: added an assumption

1.3 Overview of Recommendations

1. Create a Task when the customer cancels their appointment through the outbound reminder campaign.

1.4 Assumptions

1. This task can be enabled or disabled through the Administration Page. See SCR CA- 226672 for details.
2. Current e-mail and journaling functionality will remain in place.
3. After an appointment is cancelled successfully, the customer will hear the same message that's played today.

2 RECOMMENDATIONS

This section outlines recommendations to enable automated task creation for outbound call reminders when customers cancel their appointment.

2.1 Task for Cancelling an Appointment

2.1.1 Overview

Automated outbound reminder calls were deployed to all counties with SCR CA-226207, but automated task generation wasn't included. When customers cancel their appointments from the automated outbound campaign reminders, workers need to be notified of this change. Currently they receive an e-mail, but a task will ensure that the worker knows that

they need to reschedule that appointment with the customer to ensure there's no impact to their benefits.

2.1.2 Task Type

1. Create a System task type for each of the 58 counties that will be created when a customer cancels their appointment through outbound IVR call.
2. The task type will have the following elements:
 - i. Name: Appointment Cancelled From Outbound IVR
 - ii. Category: CSC
 - iii. Priority: Medium
 - iv. Available Online: No
 - v. Available for Automation: No
 - vi. Expire Tasks: Yes
 - vii. Expiration Period: 30 days
 - viii. Expiration Type: After Task Creation
 - ix. Newly Assigned Indicator: 5 days
3. The Long Description of the Task will be formatted as "An appointment for case {case number} at {date} {time} has been cancelled."

Note: This Task Type is considered a "System Task" and will not be editable on the Task Type Detail page.

2.1.3 Task Creation

1. Create a new lambda that the outbound IVR contact flow will interact with to send a new API request to create a new task with the task type defined in Section 2.1.2. This lambda will need to send the following data to create the task using the Task API (for more information about the Task Creation API please see SCR CA-214755 section 2.4.).
 - i. case_num (required)
 - ii. worker_num (required)
 - iii. bank_num (required)
 - iv. pgm (CT 18) (required)
 - v. task_cat_code (CT 10350) (required)
 - vi. task_type_name (required)
 - vii. due_date (required)
 - viii. lang_code (CT 145)
 - ix. long_description

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
DDID 2718	The CONTRACTOR shall configure the CalSAWS System to create a task when a customer cancels their appointment during a CalSAWS outbound IVR call.	The automated task creation will be defaulted to not enabled.	Create task when customer cancels an appointment.

4 APPENDIX



California Statewide Automated Welfare System

Design Document

CA-232055

ACL 21-85 Overpayments incurred during the
COVID-19 Pandemic Emergency

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
12/13/2021	1.0	Initial Version	Jimmy Tu
4/21/2022	1.1	Design Clarification Section 2.1.2 #2 Added additional filter type, type code and short/long description for Journal Entries.	Jimmy Tu

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1 OVERVIEW

Effective August 1, 2021, all nonfraudulent CalWORKs overpayments established on or after August 1, 2021, for the benefit months of April 2020 through the end of the COVID-19 pandemic emergency, or June 30, 2022, whichever date is sooner, must be classified as administrative-error (AE).

In addition, overpayment claims that include any months during the COVID-19 pandemic emergency period beginning in April 2020, must be classified as AE regardless of case circumstances. For example, an overpayment claim established for the semi-annual payment period starting in November 2019 through April 2020 (SAR 7 or redetermination was due in October) must be established as AE because the overpayment claim includes the overpaid month of April 2020. An overpayment classified as an AE under this policy shall not be reclassified.

1.1 Current Design

Currently when workers run EDBC and an OI/OP is detected, the system will suggest workers to either create a new recovery account or link the overpayment to an existing Recovery account.

Workers can also create external recovery accounts by using the "Create External Recovery Account" page.

1.2 Requests

1. Data change any RA that include any overpayments from the COVID-19 pandemic emergency months to "Cash – Admin Caused".

1.3 Overview of Recommendations

1. Data change any RA that include any overpayments during the COVID-19 pandemic emergency months to "Cash – Admin Caused".

1.4 Assumptions

1. If a Recovery Account is in a closed status (Closed, Terminated, Voided, Transferred Out, Uncollectible, Discharged) the record will not be data changed. If a worker decides to re-activate the Recovery Account after the implementation of this SCR it will retain its original cause code.
2. After the SCR is implemented, all these Cause Code updates will be sent to LA County in the ARS Claims Writer job. This is an existing functionality with no impacts.

2 RECOMMENDATIONS

2.1 Data Change Request

2.1.1 Overview

This Data Change Request is to change the cause of a recovery account to "Cash – Admin Caused" if the Recovery Account includes an overpayment from a COVID-19 emergency month.

2.1.2 Description of Change

1. Data change any Recovery Account that meet the following criteria to have the Cause of "Cash – Admin Caused" with the cause date of the DCR implementation date:
 1. Recovery Account has overpayments from any COVID-19 pandemic emergency months (April 01, 2020, to June 30, 2022) established (activated) on or after August 1, 2021.
 2. Investigation is one of the following:
 1. No Fraud
 2. None
 3. Dismissed
 3. Cause is one of the following:
 - i. "Cash – Customer Caused"
 - ii. "Cash – Late SAR7"
 - iii. "Cash – Late QR7"
 4. Recovery Account Status is one of the following:
 - i. Suspended
 1. Status Reason is not "Pending Fraud Prosecution".
 - ii. Active
 - iii. Pending
 - iv. New
 - v. Pending Agreement
 - vi. Pending Approval.
 5. Program is one of the following:
 - i. CW
 - ii. RCA
 - iii. WTW
 - iv. CL
 - v. REP
2. Create a Journal Entry with the following description for the recovery accounts identified above: ~~The Journal Entry will say – "Recovery Account ##### established on xxxxx was identified as an overpayment between April 01, 2020 and June 30, 2022. Cause code has been data changed to "Cash – Admin Caused due to AB 135."~~

1. Filter Type: Fiscal
2. Journal Type: Recovery Account
3. Short description: "Recovery Account ##### established on 'MM/DD/YY' was identified as an overpayment between April 01, 202 and June 30, 2022. Cause has been data changed to "Cash – Admin Caused due to AB135."
4. Long description: "Recovery Account ##### established on 'MM/DD/YY' was identified as an overpayment between April 01, 202 and June 30, 2022. Cause has been data changed to "Cash – Admin Caused due to AB135."

2.1.3 Estimated Number of Records Impacted/Performance

19,061 records impacted.

3 SUPPORTING DOCUMENTS

None.

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.16.4.4	The LRS shall include the ability to process a mass update that involves the development of new policy in response to changes in federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures.	This requirement is being met by this SCR as we are updating the CalSAWS system to DCR Recovery Accounts with overpayments during the COVID 19 Pandemic months to have a cause of Cash – Admin Caused instead of Cash – Customer caused for new policy that is stated in ACL 21-85.

5 MIGRATION IMPACTS

None.

6 OUTREACH

6.1 Lists

This list will include the records that are excluded from the DCR due to being in Closed, Terminate, Voided, Transferred Out, Uncollectible, or Discharged status.

1. **List Name:** Recovery Accounts DCR exclusion list for AB135

List Criteria:

- i. Recovery Account has overpayments from any COVID-19 pandemic emergency months (April 01, 2020, to June 30, 2022) established (activated) on or after August 1, 2021.
- ii. Recovery Account Status is one of the following: Closed, Terminated, Voided, Transferred Out, Uncollectible or Discharged.
 1. OR Investigation is one of the following:
 - a. Investigations
 - b. Court
 - c. Misdemeanor
 - d. Felony
 2. OR Cause is one of the following:
 - a. Cash – Potential IPV
 - b. Cash – IPV (wavier)
 - c. Cash – IPV (ADH)
 - d. Cash – IPV (Court)

2. **List Name:** Recovery Accounts DCR list for AB135

List Criteria:

- iii. Recovery Account has overpayments from any COVID-19 pandemic emergency months (April 01, 2020, to June 30, 2022) established (activated) on or after August 1, 2021.
- iv. Investigation is one of the following:
 1. No Fraud
 2. None
 3. Dismissed
- v. Cause is one of the following:
 1. "Cash – Customer Caused"
 2. Cash – Late SAR7
 3. Cash – Late QR7
- vi. Recovery Account Status is one of the following:
 1. Suspended

- a. Status Reason is not "Pending Fraud Prosecution".
 - 2. Active
 - 3. Pending
 - 4. New
 - 5. Pending Agreement
 - 6. Pending Approval.
 - vii. Program is one of the following:
 - 1. CW
 - 2. RCA
 - 3. WTW
 - 4. CL
 - 5. REP
3. **List Name:** Recovery Accounts DCR list for AB135 with Benefit Reduction in May of 2022
- List Criteria:**
- i. Recovery Account has overpayments from any COVID-19 pandemic emergency months (April 01, 2020, to June 30, 2022) established (activated) on or after August 1, 2021.
 - ii. Transaction with type of 'Benefit Reduction' was posted to recovery account for the month of 05/2022.
 - iii. Investigation is one of the following:
 - 1. No Fraud
 - 2. None
 - 3. Dismissed
 - iv. Cause is one of the following:
 - 4. "Cash – Customer Caused"
 - 5. Cash – Late SAR7
 - 6. Cash – Late QR7
 - v. Recovery Account Status is one of the following:
 - 7. Suspended
 - a. Status Reason is not "Pending Fraud Prosecution".
 - 8. Active
 - 9. Pending
 - 10. New
 - 11. Pending Agreement
 - 12. Pending Approval.
 - vi. Program is one of the following:
 - 13. CW
 - 14. RCA
 - 15. WTW
 - 16. CL
 - 17. REP

Standard Columns:

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

Additional Column(s): Recovery Account Number, Recovery Account Status, Recovery Account Investigation Status, Recovery Account Cause, Overpayment Effective Date, Program Type, Discovery Date

Frequency: One Time

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal > Application Development > Design Sharepoint > Fiscal > 2022 > 22.07 > CA-232055 CW Overpayment Incurred during COVID-19

7 APPENDIX

None.

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-232999

Add the Mixed Household RE Packet in
Threshold languages

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Pramukh Karla
	Reviewed By	Sreekanth Kalvoju

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/23/2022	1.0	Initial document	Pramukh Karla
05/03/2022	1.1	Updates based on QA comments	Raj Devidi
06/03/2022	1.2	Content Revision 1 - Updates to Section 1.2 to Remove MC 210 RV form from template repository. Updates to Section 1.3 to Remove MC 210 RV form from template repository. Updates to Section 2.2 to Remove MC 210 RV form from template repository	P Madhan Kumar

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1 OVERVIEW

The purpose of this change is to add the Mixed Household RE Packet in threshold languages to CalSAWS.

1.1 Current Design

1. Currently Mixed Household RE Packet has been added to CalSAWS in English and Spanish languages with CA-216432 SCR. Mixed Household RE Packet does not exist in threshold languages in CalSAWS.

1.2 Requests

1. Add Mixed Household RE Packet in all threshold languages.

1.3 Overview of Recommendations

1. Add Mixed Household RE Packet in the system supported threshold languages.

1.4 Assumptions

1. If a particular form is not available in the threshold language that the Mixed Household RE packet is getting generated in, then add the English version of the form.
2. Los Angeles county is responsible for providing the threshold language forms which belong in the Mixed Household RE Packet to the print vendor, which will then be pre-stuffed into the Los Angeles county – Mixed Household RE Packet envelopes.
3. The GEN 1365 will be added to each Mixed Household RE Packet envelope at the central print facility.

2 RECOMMENDATIONS

2.1 Add Medi-Cal RE packet in Threshold Languages

2.1.1 Overview

This effort is to add Mixed Household RE Packet in threshold languages

Existing Languages: English and Spanish

Threshold Languages: Armenian, Arabic, Cambodian, Chinese*, Farsi, Tagalog/Filipino, Hmong, Korean, Lao, Russian, Vietnamese

**One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.*

Form Mockups/Examples: See Supporting Documents #1.

2.1.2 Create Threshold Form XDPs

1. Add Mixed Household RE Packet in threshold languages to CalSAWS.

Existing Languages: English and Spanish

Threshold Languages: Armenian, Arabic, Cambodian, Chinese*, Farsi, Tagalog/Filipino, Hmong, Korean, Lao, Russian, Vietnamese

**One translation is provided to support the three Chinese threshold languages: Cantonese, Chinese, and Mandarin.*

Form Mockup/Example: See Supporting Document #1

2. If a particular form is not available in the threshold language that the Mixed Household RE packet is getting generated in, then add the English version of the form. See Supporting Document #2 for reference.

Example: If the Packet is getting generated in Korean, and the MC 005 form is not available in Korean, then place the English version of the MC 005 in the Mixed Household RE packet.

3. Mixed Household RE Packet will have the following forms: Coversheet, MC 217, MC 019, MC 219, MC 372, MC 007, DHCS 7077, DHCS 7077-A, PUB 13, PUB 183, MC 003, and NVRA VPF. See Supporting Document #1 for English mockup.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	Mixed Household RE Packet Mockup	MIXED_Household_RE_EN.pdf
2	Correspondence	Mixed Household RE Packet Threshold Language Mappings	Mixed-MAGI RE Packet Mapping.xlsx
3	Correspondence	Mixed Household RE Packet Threshold Mockups	Mixed_ Household _RE_Packet_Threshold_Mockups.zip
4	Correspondence	MC 019 and Cover sheet	MC019_EN.pdf, Coversheet.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 (CAR-1239)	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;q. Interface triggered forms and notices (e.g., IFDS, IEVS);r. Mixed compliance and sanction notices;s. Benefit issuance and benefit recovery forms and notices, including reminder notices;t. Corrective NOAs on State Fair Hearing decisions;	<p>With SCR CA-232999 Mixed Household RE Packet is being added in Threshold languages and MC 210 RV form will be removed from Template Repository.</p>

	u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met



California Statewide Automated Welfare System

Design Document

CA-234607

Update Batch MAGI Auto-Renewal for Non-
Recipients

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Carmen Kolaskey
	Reviewed By	Derek Goering, Prashant Goel, William Baretsky, Maksim Volf, Geetha Ramalingam, Akira Moriguchi and Renee Gustafson

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
11/29/2021	.01	Draft	Carmen Kolaskey
1/6/2022	.02	Update the SCR Name	Carmen Kolaskey
1/11/2022	.03	Build and Test Review	Carmen Kolaskey
1/27/2022	.04	Review with Analyst	Carmen Kolaskey
2/2/2022	.05	Added Pre/Post Example: 1.3 Overview of Recommendations 2.1.2 Description of Change	Carmen Kolaskey
5/16/2022	.06	Content Revision Added 2.1 Update Batch EDBC Skip Reason	Carmen Kolaskey
5/19/2022	.07	Content Revision – Build and Test Review	Carmen Kolaskey
5/24/2022	.08	Content Revision Added Update 2.1.2.1.a.i Description of Change	Carmen Kolaskey

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1 OVERVIEW

The Batch MAGI EDBC RE Sweep is a daily job that identifies Medi-Cal (MC) programs to process through the No-Touch Renewal process. The Batch MAGI EDBC RE Sweep will exclude the Medi-Cal program from Batch EDBC processing if any Active individual on the MAGI Medi-Cal program (including Active FRI or Active UP) is MAGI Medi-Cal Ineligible (IE)/Discontinued (DS) on the RE DER, as it is attempting to prevent the 'Active' individual from losing benefits. This SCR updates the Batch MAGI EDBC RE Sweep job to only exclude the Medi-Cal program when the program includes an Active Member who returns MAGI Medi-Cal IE/DS on the RE DER.

Batch EDBC skip reason 'Not all eligible people on the determination have an open Medi-Cal App' (CT707_DR), will be updated to check the number Individuals MAGI EL/CE on the RE DER, and only skip if at least one individual is not an applicant on the Medi-Cal program.

The updates to the both MAGI EDBC RE Sweep job and Batch EDBC skip will allow more Medi-Cal programs to go through the No-Touch Renewal process.

1.1 Current Design

The Batch MAGI EDBC RE Sweep is a daily job that checks for Medi-Cal programs to process through the 'No-Touch' Renewal. The Batch MAGI EDBC RE Sweep identifies Medi-Cal programs with a Renewal Due Date two months in the future, where the RE DER was received from the Batch MAGI RE Sweep job (PB00CH203). The RE DER must be for the same benefit month as the RE EDR sent to CalHEERS initiated from the Batch MAGI RE Sweep job (PB00CH203). If the RE DER returns all individuals who are Active on the Medi-Cal program with MAGI Medi-Cal Eligible (EL) or Conditionally Eligible (CE), Batch EDBC will attempt to process the case through the 'No-Touch' process and advance the Renewal to the future year.

The Batch MAGI EDBC RE Sweep job excludes Medi-Cal programs when at least one individual Active on the Medi-Cal program returns on the RE DER with MAGI Medi-Cal IE/DS; including when that individual(s) was already a non-recipient on the Medi-Cal program as an Active FRI or Active UP.

Examples of a Medi-Cal program non-recipient are: An individual active on SSI with a Medi-Cal program person role of Unaided Person (UP) for 'Gets SSI', or an individual not requesting Medi-Cal, but included in the household for budgeting as an Active FRI. When an Individual on a Medi-Cal program is previously identified as a 'non-recipient', the Batch MAGI EDBC RE Sweep job should not exclude the Medi-Cal program from processing.

Note: Non-recipients are not limited to only Unaided Persons that 'Gets SSI' or individuals that are 'Not Requesting' Medi-Cal.

Batch EDBC has a Skip Reason 'Not all eligible people on the determination have an open Medi-Cal App' (CT707_DR) that compares the number of individuals who are MAGI Eligible or Conditionally Eligible on the DER to the number of Active individuals on the Medi-Cal program. If the numbers do not match, then the Medi-Cal program will skip from Batch EDBC. However, it does not take into account if the Active person is an applicant on the Medi-Cal program in the comparison. This ends up skipping Medi-Cal programs for which there is Active FRI/UP applicants who are not MAGI Eligible or Conditionally eligible on the DER.

1.2 Requests

Update the Batch MAGI EDBC RE Sweep job to no longer exclude Medi-Cal Programs when a non-recipient is MAGI IE/DS on the RE DER as long as all other MAGI Medi-Cal individuals are MAGI Eligible/Conditionally Eligible.

Update Batch EDBC Skip logic for 'Not all eligible people on the determination have an open Medi-Cal App' to first identify MAGI Eligible or Conditionally Eligible individuals on the RE DER and only skip if at least one individual is not an applicant on the Medi-Cal program.

1.3 Overview of Recommendations

1. Update the Batch MAGI EDBC RE Sweep job (PB00E120) to no longer exclude Medi-Cal Programs because a non-recipient (Active FRI or UP) is MAGI Medi-Cal IE/DS on the RE DER initiated from the Batch MAGI RE Sweep job (PB00CH203).

For Example:

Pre-Conditions: Renewal Due Date of December 31, 2022. Mother is in an Active Status, in a Role of UP (Gets SSI) and child is Active Member on MAGI Medi-Cal.

- On 10/1/2022, Batch MAGI RE Sweep Job (PB00CH203), identifies the Medi-Cal Program for 'No-Touch' process and sends an RE EDR to CalHEERS.
- The next day, Batch MAGI EDBC RE Sweep job (PB00E120) begins checking for Medi-Cal Programs that can be processed by Batch EDBC.
- On 10/3/2022, a RE DER is received from CalHEERS with the following eligibility:
 - Mother - MAGI IE
 - Child - MAGI EL
- The Batch MAGI EDBC RE Sweep job (PB00E120) excludes the Medi-Cal program from EDBC processing because the system identifies that mother, who is in an Active Status on the Medi-Cal program, is MAGI IE on the RE DER. The system doesn't check the mother's Active role to see that the mother is Active UP and will not lose Medi-Cal benefits because the RE DER has MAGI IE.

2. Update Batch EDBC Skip reason that prevents Batch EDBC from processing the Medi-Cal program when all MAGI Eligible or Conditionally Eligible individuals on the RE DER and at least one individual is not an applicant on the Medi-Cal program.

1.4 Assumptions

1. All other existing Batch MAGI EDBC RE Sweep job conditions will remain unchanged.

2 RECOMMENDATIONS

2.1 Update Batch EDBC Skip Reason

2.1.1 Overview

Update the Batch EDBC Skip reason that prevents Batch EDBC from processing the Medi-Cal program when all MAGI Eligible or Conditionally Eligible individuals on the RE DER and at least one individual is not an applicant on the Medi-Cal program.

2.1.2 Description of Changes

1. Update EDBC Skip Reason, 'Not all eligible people on the determination have an open Medi-Cal App' (CT707_DR), to skip EDBC processing as follows:
 - a. Identify all MAGI EL/CE Individuals on the RE DER
 - i. If at least one Individual identified is not an applicant on the Medi-Cal Program, then skip.

2.1.3 Programs Impacted

Medi-Cal

2.1.4 Performance Impacts

N/A

2.2 Batch MAGI EDBC RE Sweep (PB00E120)

2.2.1 Overview

Update the Batch MAGI EDBC RE Sweep job (PB00E120) to no longer exclude Medi-Cal Programs because a non-recipient (Active FRI or UP) is MAGI Medi-Cal IE/DS on the RE DER initiated from the Batch MAGI RE Sweep job (PB00CH203).

2.2.2 Description of Change

1. Update the Batch MAGI EDBC RE Sweep job (PB00E120) criteria for detecting if an Active Medi-Cal individual is losing MAGI Medi-Cal to check specifically if the Active individual is a Member on the Medi-Cal program and to no longer exclude the Medi-Cal program from Batch EDBC processing when an Active FRI or Active UP is MAGI IE/DS on the RE DER. If the Medi-Cal program meets all other sweep criteria, include

the Medi-Cal program for Batch EDBC processing when the following conditions are true:

- a. All individuals determined MAGI Medi-Cal IE/DS on the RE DER received from the Batch MAGI RE Sweep job (PB00CH203) were already non-recipients (Active FRI or Active UP) in the Medi-Cal program prior to the Batch MAGI RE Sweep job.
- b. All Active Member MAGI Medi-Cal Beneficiaries on the Medi-Cal program are MAGI Eligible or Conditionally Eligible on the RE DER received from the Batch MAGI RE Sweep job (PB00CH203)

Note: All other existing Batch MAGI EDBC RE Sweep job (PB00E120) conditions will not be changed.

Post Change Example:

Pre-Conditions: Renewal Due Date of December 31, 2022. Mother is in an Active Status, in a Role of UP (Gets SSI) and child is Active Member on MAGI Medi-Cal.

- On 10/1/2022, Batch MAGI RE Sweep Job (PB00CH203), identifies Medi-Cal Programs for 'No-Touch' process and sends RE EDR to CalHEERS.
- The next day, Batch MAGI EDBC RE Sweep job (PB00E120) begins checking for Medi-Cal Programs that can be processed by Batch EDBC.

- On 10/3/2022, a RE DER is received from CalHEERS with the following eligibility:
 - Mother - MAGI IE
 - Child - MAGI EL
- The Batch MAGI EDBC RE Sweep job (PB00E120) picks up the Medi-Cal Program for EDBC Processing as Medi-Cal program meets the new criteria and the program is auto-renewed.

2.2.3 Execution Frequency

No Change

2.2.4 Key Scheduling Dependencies

No Change

2.2.5 Counties Impacted

All Counties

2.2.6 Data Volume/Performance

No Change

2.2.7 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.)

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-240231

Update NOA Logic to Check for Postpartum Aid
Code and Budget

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	Priya Sridharan, Vicente Romero

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/02/2022	1.0	Initial Draft	Phong Xiong

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1 OVERVIEW

As part of the eligibility changes in CA-212145, there can be two budgets generated for a single person in a postpartum scenario. This effort will be an enhancement to the NOA logic to consider multiple budgets for a single person.

1.1 Current Design

As a part of the eligibility changes in CA-212145, when there is a postpartum aid code present on a case, a separate budget is created for the postpartum aid code. As a result, one person is receiving two budgets (one for their primary aid code and one for the postpartum aid code). For postpartum scenarios, the system currently does not handle two budgets being generated from EDBC for a single person.

The Medi-Cal EDBC postpartum rules were updated in CA-212145 in release 22.02.

Also, currently there is not a NOA for retroactive postpartum approvals.

1.2 Requests

1. Update the NOA logic to check for postpartum aid code and budget.
2. Generate the Postpartum Approval NOA for a retroactive Medi-Cal approval scenario.
3. Generate the Postpartum Approval NOA when there is no primary aid code and only the postpartum aid code.

1.3 Overview of Recommendations

1. Update the NOA Action Determination logic to include conditions for postpartum aid code and budget.
2. Update the triggering conditions for the Postpartum Approval NOA to generate for retro and single postpartum aid code scenarios.

1.4 Assumptions

1. The changes made in CA-212145 are not affected with this effort.
2. The existing generation logic for the Postpartum Approval NOA is not changed with this effort. This effort will only be adding more conditions to the existing generation logic.
3. Either Non-MAGI or MAGI Medi-Cal benefits can be "elected" to allow a person to receive postpartum aid code of 76.
4. The updates to the NOA Action Determination logic does not change the current functionality; this is an enhancement on the logic.
5. The updates to the NOA Action Determination logic does not change the current functionality; this is an enhancement on the logic.

6. The changes in item 2 of section 2.1.2, does not change the non-postpartum actions; if all the conditions to trigger the non-postpartum actions are met, then they will continue to do so. The suppression logic outlined prevents multiple unintended NOAs from generating for a number of scenarios.
7. Postpartum can be granted concurrently with Restricted Scope MAGI; verbiage for both is expected on a NOA. Full-Scope MAGI NOA verbiage will not be expected on a NOA with postpartum and Restricted scope verbiage.

2 RECOMMENDATIONS

2.1 Updates to NOA Action Determination Logic

2.1.1 Overview

The NOA Action Determination logic is triggered based on the budgets created from eligibility. This recommendation is for the NOA Action Determination logic to treat the postpartum aid code and budget like MSP NOAs, where MSP NOAs also have their own budgets and action determinations that trigger each MSP NOA.

2.1.2 Description of Changes

1. Update the NOA action determination logic to create a separate action determination for Postpartum.
2. Update the NOA action determination logic to suppress the postpartum budget from triggering other non-postpartum actions.
 - a. Ignore the postpartum budget when there is no approval action to grant postpartum coverage.

Note: For update 1, the conditions that trigger the action determination logic remain the same. The update is only to create a new action determination once the conditions are met.

Note 2: For clarification, update 2 prevents the following Scenario Example and other similar scenarios. The example below is just 1 example out of possible multiple scenarios in which the postpartum budget generates unintended NOAs.

Scenario Example: A person is MAGI Eligible and pregnant with a due date of 04/20/2022. MAGI benefits are elected for the person. EDBC is run on 07/01/2022 for 04/2022 benefit month. EDBC result is 04/2022 eligible for aid codes M2 & 76. Non-MAGI NOA action determination logic allows aid code 76 and postpartum budget to pass through, generating a Non-MAGI NOA for a MAGI case.

2.2 Update Medi-Cal Approval Postpartum Reason Fragment Recommendation

2.2.1 Overview

The Postpartum Approval reason fragment is generated for the Postpartum Approval NOA when a Medi-Cal recipient is no longer pregnant and has been approved for postpartum coverage. The postpartum coverage retains the Medi-Cal recipient's health coverage for an additional 365 days after the pregnancy has ended.

Reason Fragment & ID: MC_AP_POST_PARTUM_APPROVED_M141, ID: 6566

State Form/NOA: MC 239

Current NOA Template: MC_NOA_TEMPLATE (ID: 3028)

Current Programs: Medi-Cal

Current Action Type: Approval

Current Fragment Level: Person

Currently Repeatable: Yes, per applicable person.

Include NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: None

Existing Languages: English and Spanish

2.2.2 NOA Verbiage

There are no updates in this section.

2.2.3 NOA Variable Population

There are no updates in this section.

2.2.4 NOA Generation Conditions

1. Updates to Fragment Generation

The new action determination from section 2.1.2 item 1, replaces the current action determination for the Postpartum Approval NOA.

The generation conditions are also updated to generate the NOA for the additional scenarios:

- a) Retroactive approval for postpartum aid code 76, or
 - The run reason is retro run,
 - There is a Medi-Cal approval action or Medi-Cal change action,
 - There is a postpartum aid code (CT184_76_Postpartum),
 - There is a postpartum budget
- b) A customer is approved for postpartum aid code 76 with no primary aid code.
 - There is a Medi-Cal approval action or Medi-Cal change action,
 - There is a postpartum aid code (CT184_76_Postpartum),
 - There is a postpartum budget,
 - There is no primary aid code present in the case

New NOA Template: No

New Program Generation: No

New Action Type: No

Update to Fragment Level: No

Repeatable: No

New Forms/NOAs Generated with this NOA: No

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOAs	Postpartum Approval NOA	Postpartum_Approval_NOA_EN.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.11 CAR-1247	The CalSAWS shall generate notices and NOAs in accordance with COUNTY-specified case and individual trigger conditions.	Updates to the generation conditions of the Postpartum Approval NOA to generate for additional scenarios.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-241251 Update C-IV School Lunch Interface to
run for CalWIN Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Delaney
	Reviewed By	Howard Suksanti

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
02/21/2022	1.0	Initial Draft	Eric Delaney
3/01/2022	1.1	2 nd Draft – added code change, further details to other sections.	Eric Delaney
03/10/2022	1.2	Moved Contra Costa county to Monthly per Consortium request	Eric Delaney
3/11/2022	1.3	Updated wording throughout document	Eric Delaney
3/18/2022	1.4	Updated design based on design comments	Eric Delaney
03/19/2022	1.5	Added section for FTP jobs and section for project requirements	Eric Delaney
03/25/2022	1.6	Added quarterly. Updated based on BA comments	Eric Delaney
04/03/2022	1.7	Updated to address Reviewer Comments	Eric Delaney
04/11/2022	1.8	Removed FTP section as FTP will be delivered in separate SCR	Eric Delaney
05/10/2022	1.9	Updated section 2.1.2 and Appendix with Content revision details	Howard Suksanti
6/7/2022	2.0	Remove BSCR requirement from the SCR. Added BPCR requirement for all CalWIN counties	Howard Suksanti

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1 OVERVIEW

CalSAWS School Lunch Outbound Writer will run for 17 CalWIN counties on an annual, monthly, or quarterly basis per county requirements. Existing C-IV School Lunch Writer functionality will be updated to implement this functionality.

1.1 Current Design

CalSAWS does not have School Lunch Writer for CalWIN counties.

Outbound School Lunch Writer retrieves school children eligible for school lunch and writes to an outbound file. Outbound School Lunch Writer runs for LA and C-IV counties. LA School Lunch Writer runs monthly. C-IV School Lunch Writer runs on an

annual basis in July using school attendance date of May 1st as the basis. The enrollment date is checked to be less than or equal to the school attendance date. Additionally, the expected completion date is checked to be greater than or equal to the school attendance date.

As part of this SCR, Outbound School Lunch Writer (C-IV version) will be updated to run for CalWIN Counties.

1.2 Requests

Create BPCR for the outbound School Lunch Writer job for CalWIN counties. Implement necessary code changes in C-IV version of School Lunch Writer to support CalWIN counties.

1.3 Overview of Recommendations

Update outbound School Lunch Writer POXXE712 functionality to cover CalWIN counties on an annual, quarterly, or monthly basis per county requirements.

1.4 Assumptions

1. LA School Lunch Writer has its own version, and no changes will be made to LA School Lunch Writer in this SCR.
2. CalWIN counties running School Lunch Writer annually will operate on same logic as existing C-IV annual School Lunch Writer

2 RECOMMENDATIONS

2.1 Modify C-IV School Interface to run for CalWIN Counties Annually, Monthly, or Quarterly

2.1.1 Overview

Currently MigrationSchoolLunchWriter runs for C-IV counties annually. Update MigrationSchoolLunchWriter to run for specified CalWIN counties monthly, quarterly, or annually per county requirements.

2.1.2 Description of Changes

- Create batch properties for MigrationSchoolLunchWriter for CalWIN counties. Please refer to the batch properties in Appendix section.
- Create batch properties for SchoolLunch FTP jobs for CalWIN counties.

- Update outbound School Lunch Writer to generate annually, monthly, or quarterly files based on county requirements.
- Please refer to the Interface File layout in Appendix section.
- CalWIN counties running School Lunch Writer annually will operate on same logic as existing C-IV annual School Lunch Writer

MigrationSchoolLunchWriter logic: The Interface will select case when the following is true:

1. Active Program Person with active or inactive program CalWORKs (CW), CalFresh (CF), or Foster Care (FC).
2. Eligible children between the ages of 4 and 19.
3. When participants do not have a School Attendance record, they will be listed under the 'UNKNOWN' school group.
4. School Attendance Type Code is Middle School / Junior High (JH), Elementary School (EL), High School (H9), or Pre-School (PR).
5. Person Address is Physical (PH) or Mailing (ML).
6. Person Address Begin Date is less than or equal to batch date and Person Address End Date is greater than or equal to batch date.
7. Program Begin Date is less than or equal to batch date and Program End Date is greater than or equal to batch date.
8. Enrollment Date is less than or equal to School Attendance Date.
9. Expected Completion Date is greater than or equal to School Attendance Date.
10. School Attendance Date is set based on batch properties that determine if the job is monthly, quarterly, or annual.
 - a. For Annual processing, batch will run on the first business day of JULY and process records that has enrollment date prior to or on the same day as the last of MAY of the same year. The implementation is the same to the existing logic for C-IV Counties.
 - b. For Monthly processing, batch will run for 1st Saturday of the month and process the entire previous month.
 - c. For Quarterly processing, batch will run 1st Saturday of APRIL, JULY, OCTOBER, and JANUARY to process the date for the 3 months prior to current month.

2.1.3 Partner Integration Testing

Yes – county partners integrated testing.

2.1.4 Execution Frequency

Annual - 1st business day JULY

Monthly –1st Saturday of month.

Quarterly – 1st Saturday APRIL, JULY, OCTOBER, JANUARY

2.1.5 Key Scheduling Dependencies

Dependency: Batch EDBC (DABE00)

Dependent: School Lunch Outbound FTP (POXXE717)

2.1.6 Counties Impacted

Annually: Alameda, Fresno, Orange, Placer, Sacramento, San Francisco, San Luis Obispo, Santa Clara, Santa Cruz, Solano, Sonoma, Tulare, Ventura

Monthly: Contra Costa, San Mateo, Santa Barbara

Quarterly: Yolo

County opting out: San Diego

2.1.7 Category

Non-Core job.

2.1.8 Data Volume/Performance

Data volume should match existing CalWIN County.

2.1.9 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...)

3 REQUIREMENTS

3.1 Project Requirements

REQ #	Requirement Text	How Requirement Met
3.5.2.2	The LRS shall include automated, integrated interfaces with COUNTY and external agencies	Adding School Lunch Interface to CalWIN Counties.

	known interfaces, as specified in Section 4 (Summary of Required LRS Interfaces) of this Attachment B.	
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4 APPENDIX

4.1 Batch Properties

Batch properties should follow below table (replace all instances of XX with relevant county code)

Note: There will be an additional property for monthly and quarterly schedule if required.

Table 1 Batch Properties

Property Type	Job Number	Property Name	Property Value
COMMON	POXXE712	COUNTY_CODE	XX

Property Type	Job Number	Property Name	Property Value
COM MON	POXX E712	Module1	org.civ.interfaces.schools.migration.MigrationSchoolLunchWriter
COM MON	POXX E712	commitFrequency	100
COM MON	POXX E712	handler.filename	MigrationSchoolLunchWriter_XX.log
COM MON	POXX E712	handler.format	%p %x %d{DATE} %m%n
COM MON	POXX E712	interfaceName	SchoolLunch
COM MON	POXX E712	logName	MigrationSchoolLunchWriter_XX
COM MON	POXX E712	logger.level	ALL
COM MON	POXX E712	maxAgeInMonths	228
COM MON	POXX E712	minAgeInMonths	48
COM MON	POXX E712	schoolAttendanceMonthZeroToEleven	5
COM MON	POXX E712	xmlFileLocation1	../config/MigrationSchoolLunchDefinition.xml
PROD	POXX E712	interfaceFileName	SchoolLunch.prod.coXX.txt
TEST	POXX E712	interfaceFileName	SchoolLunch.test.coXX.txt

4.2 File Layout

Table 2 File Layout

NAME	Position	Length	Nullable?	Description
CASE_NUMBER	1	7	NOT NULL	This is the seven-character serial number that will be used to uniquely identify a case within a county.
PROGRAM_CODE	8	2	NOT NULL	The program code associated with a given program.
LAST_NAME	10	30	NULL	This is a descriptive text capturing the last name of a person.
MIDDLE_INITIAL	40	1	NULL	This is a descriptive text capturing the middle initial of a person.
FIRST_NAME	41	30	NULL	This is a descriptive text capturing the first name of a person.
DOB	71	8	NOT NULL	This date represents the person's date of birth. MMddyyyy format.
SSN	79	9	NULL	This number captures the social security number for a person.
GENDER_CODE	88	2	NULL	This captures the gender of a person in the System.
ADDRESS_LINE_1	90	50	NOT NULL	The first line of detail for an address. This is usually a street address or PO Box.
ADDRESS_LINE_2	140	50	NULL	A second line of detail for an address. This could be a street address or PO Box, or a suite/apartment number.
CITY_NAME	190	50	NOT NULL	The name of the city.
STATE_CODE	240	2	NULL	The postal service code for a state.
ZIP_CODE	242	5	NULL	This stores the 5-digit USA zip code for a person's address.
ZIP_CODE_SUFFIX	247	4	NULL	This is intended to capture the +4 numbers for a zip code'

NAME	Position	Length	Nullable?	Description
SCHOOL_NAME	251	60	NULL	Name of the school which the customer is attending.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-242135

Task Management

System Task Type and Task Category
Modifications

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Mayuri Srinivas, Justin Dobbs
	Reviewed By	Justin Dobbs, Sarah Cox, Dymas Pena, Carlos Albances, Pandu Gupta, Rakan Ali

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/08/2022	1.0	Initial Version	Mayuri Srinivas
06/06/2022	1.1	Content Revision #1 <ul style="list-style-type: none"> Updated Appendix 	Mayuri Srinivas

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1 OVERVIEW

This design outlines modifications to the CalSAWS System to allow Task Category configurations to be consistent for processing that evaluates Task Category information.

1.1 Current Design

System Task Types can be associated to Automated Actions.

It is possible to create Task Types with Task Categories that are not selectable on the Bank Detail page or Position Detail page.

System Task Types are selectable for Append and Resulting Task processing.

1.2 Requests

1. Modify System Task Types to no longer be selectable for an Automated Action and for Append and Resulting Task processing.
2. Align selectable Task Categories between the Task Type Detail, Position Detail, and Bank Detail pages.

1.3 Overview of Recommendations

1. Update System Task Types so that they are not selectable for an Automated Action, Append or Resulting Task processing.
2. Update the Task Type detail page to remove certain Task Categories from the Category dropdown.
3. Update the Position Detail page and Bank Detail page to add additional selectable Task Categories.

1.4 Assumptions

1. Counties have not associated any of the Task Types in [Section 7](#) to any Automated Action, with the exception of Clearance and Intake Task Types.

2 RECOMMENDATIONS

This section will outline recommendations to introduce changes to the Task Type Detail page in the CalSAWS System for Authorization Tasks Types.

2.1 Introduction

Task Categories are used to support Office Distribution Task assignments, Get Next functionality and for the determination of Positions/Banks that are “eligible” for certain Types of Tasks. The population of Task Categories that are available for association to a Task Type is not consistent with the selectable Task Categories on the Position Detail and Bank Detail pages. The result is that Task Types may be created with a Task Category that cannot be associated to a Position or Bank. If this occurs, these types of Tasks will not function with Office Distribution or Get Next functions.

The modifications in this enhancement will align the Task Categories between the Task Types that can be created and the Task Types that can be selected on the Position Detail and Bank Detail pages.

System Task Types are Task Types that are available in the CalSAWS System to support very specific Task processing which does not allow customization of Task Types. Examples of System Task Types are Authorization Task Types and Clearance/Intake Task Types. These Tasks have additional data attributes associated to them to support further processing of these specific types of Tasks. System Task Types cannot be manually created by a worker. Currently the Append and Resulting Task processing allows System Tasks to be selectable as a type of Task that can be appended to or created automatically by the System as a Resulting Task. This is problematic as these Tasks will not have the necessary data attribute(s) to support the additional processing for these Task Types.

The modifications in this enhancement will remove System Task Types from being selectable for Append and Resulting Task processing.

2.2 Task Type Detail Page

2.2.1 Overview

The Task Type Detail page is accessible from the Task Type List page. This page is used to capture and display detailed information about the Task Type.

2.2.2 Task Type Detail Reference Example

Task Type Detail

* - Indicates required fields

Close

Task Type Information		
Name: * Payment Request Disapproved	Category: * Payment Request	Priority: Critical
Available Online: No	Available for Automation: No	
Instructions:		
Expire Tasks: * No		
Newly Assigned Indicator: * Tasks display indicator for 5 day(s)		

▸ Sub-Type Information

▸ Append Information

▸ Action Step Information

▸ Resulting Task Information

▸ Staff Classification Information

Close

Figure 2.2.2-1 – Task Type Detail Page Reference Example

2.2.3 Description of Changes

Authorization and CSC System Task Types have a value of "Yes" in the "Available for Automation" attribute. As a result, these Task Types can be associated to Automated Actions. This is problematic because System Task Types have very specific processing that is not part of Automated Actions.

1. Update the "Available for Automation" attribute on the Task Type Detail page to be set to "No" for the following Task Types (refer to [Appendix Section 7](#) for the list of Task Types included where the "Update "Available for Automation" field" column is set to "Yes").
2. The below Task Categories are associated to System Task Types only; they are not selectable on the Position Detail page. As a result, it is

currently possible to create Task Types with the below Categories that do not function with the Office Distribution and Get Next functionalities due to the absence of these categories on the Position Detail page. Remove the following options from the Category dropdown on the Task Type Detail Page:

- a. Auxiliary Issuance
- b. Computation Request
- c. CSC
- d. EDBC
- e. External Recovery Account
- f. Interest Allocation
- g. Invoice
- h. Issuance Method
- i. Issuance Replacement/Reissue
- j. Payment Request
- k. Transaction Refund
- l. Valuable

Note: If a County has configured a custom Task Type with one of the above Task Categories, the Office Distribution and Get Next functionalities will not function. If the intent of such Task Types is to use these functions, it is recommended to modify the Task Type category to a different value.

3. Update the Task Type dropdown inside the Append Information panel to exclude the Task Types in [Appendix Section 7](#) where the column "Exclude from Append Processing" is set to "Yes". A System Task is not a candidate for Append processing.
4. Update the Task Type dropdown inside the Resulting Task Information panel to exclude the Task Types in [Appendix Section 7](#) where the column "Exclude from Resulting Task Processing" is set to "Yes". A System Task is not a candidate for Resulting Task processing.

2.2.4 Page Validations

N/A.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Task Types

2.2.6 Security Updates

N/A.

2.2.7 Page Mapping

There are no updates to page mapping.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Task Sub-Type Detail Page

2.3.1 Overview

The Task Sub-Type Detail page is accessible from the Task Type Detail page. This page is used to capture and display detailed information about the Task Sub-Type.

2.3.2 Task Type Detail Reference Example

Task Sub-Type Detail

* - Indicates required fields

EditClose

Task Sub-Type Information

Task Type:
11 months after Vocational Training Activity Start Date

Sub-Type Name: * SubType 1	Available Online: No	Available for Automation: No	Priority: Low
--------------------------------------	--------------------------------	--	-------------------------

Expire Tasks:
No

▸ Append Information

▸ Action Step Information

▸ Resulting Task Information

▸ Staff Classification Information

EditClose

Figure 2.3.2-1 – Task Sub-Type Detail Page Reference Example

2.3.3 Description of Changes

Modify the Task Sub-Type Detail page as follows:

1. Update the Task Type dropdown inside the Append Information panel to exclude the Task Types in [Appendix Section 7](#) where the column "Exclude from Append Processing" is set to "Yes". A System Task is not a candidate for Append processing.
2. Update the Task Type dropdown inside the Resulting Task Information panel to exclude the Task Types in [Appendix Section 7](#) where the column "Exclude from Resulting Task Processing" is set to "Yes". A System Task is not a candidate for Resulting Task processing.

2.3.4 Page Validations

N/A.

2.3.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Tasks > Task Types

2.3.6 Security Updates

N/A.

2.3.7 Page Mapping

There are no updates to page mapping.

2.3.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.4 Position Detail Page

2.4.1 Overview

The Position Detail page is used to capture and display detailed information about the Position.

2.4.2 Position Detail Mockup

Tasks		
<input type="checkbox"/> Application (All)	<input type="checkbox"/> Batch EDBC	<input type="checkbox"/> CWS
<input type="checkbox"/> Application Registration	<input type="checkbox"/> Case Update	<input type="checkbox"/> EBT
<input type="checkbox"/> CMIPSI	<input type="checkbox"/> External Agency Admin	<input type="checkbox"/> Foster Care RDB
<input type="checkbox"/> CalHEERS	<input type="checkbox"/> Fraud	<input type="checkbox"/> IEVS
<input type="checkbox"/> e-Application	<input type="checkbox"/> IEVS Criminal	<input type="checkbox"/> IEVS Priority
<input type="checkbox"/> e-ICT	<input type="checkbox"/> Legacy	<input type="checkbox"/> MC 355
	<input type="checkbox"/> MEDS Alert	<input type="checkbox"/> MEDS Liaison
	<input type="checkbox"/> Manual	<input type="checkbox"/> QR7LA
	<input type="checkbox"/> Quality Assurance Assignment	<input type="checkbox"/> Quality Review
	<input type="checkbox"/> Redetermination	<input type="checkbox"/> SAR7
	<input type="checkbox"/> Screening Packet	<input type="checkbox"/> Self Service Portal Communications
	<input type="checkbox"/> Time Limits	<input type="checkbox"/> VITA

Figure 2.4.2-1 – Position Detail Page Edit Mode

2.4.3 Description of Changes

The following categories are associated to non-System Task Types and are currently not on the Position Detail page.

1. Update the Position Detail page to add the following Task Categories to allow the Task associated to be configurable.
 - a. Manual
 - b. Batch EDBC
 - c. CWS
 - d. Quality Review
 - e. Time Limits

Note: See Figure 2.4.2-1 for placement of the attributes.

2.4.4 Page Validations

N/A.

2.4.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Position

2.4.6 Security Updates

N/A.

2.4.7 Page Mapping

There are no updates to page mapping.

2.4.8 Page Usage/Data Volume Impacts

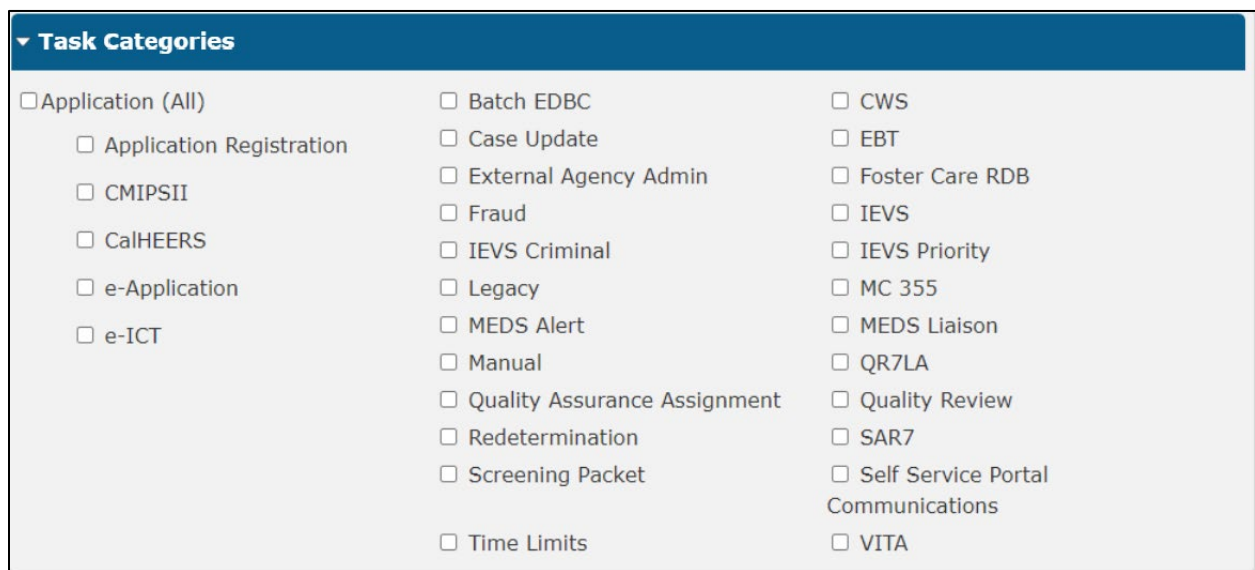
There are no expected page usage/volume impacts.

2.5 Bank Detail Page

2.5.1 Overview

The Bank Detail page is used to capture and display detailed information about the Bank.

2.5.2 Bank Detail Mockup

A screenshot of a web application interface titled "Task Categories" with a dropdown arrow. Below the title is a list of checkboxes organized into three columns. The first column includes "Application (All)", "Application Registration", "CMIPSI", "CalHEERS", "e-Application", and "e-ICT". The second column includes "Batch EDBC", "Case Update", "External Agency Admin", "Fraud", "IEVS Criminal", "Legacy", "MEDS Alert", "Manual", "Quality Assurance Assignment", "Redetermination", "Screening Packet", and "Time Limits". The third column includes "CWS", "EBT", "Foster Care RDB", "IEVS", "IEVS Priority", "MC 355", "MEDS Liaison", "QR7LA", "Quality Review", "SAR7", "Self Service Portal Communications", and "VITA".

Task Categories		
<input type="checkbox"/> Application (All)	<input type="checkbox"/> Batch EDBC	<input type="checkbox"/> CWS
<input type="checkbox"/> Application Registration	<input type="checkbox"/> Case Update	<input type="checkbox"/> EBT
<input type="checkbox"/> CMIPSI	<input type="checkbox"/> External Agency Admin	<input type="checkbox"/> Foster Care RDB
<input type="checkbox"/> CalHEERS	<input type="checkbox"/> Fraud	<input type="checkbox"/> IEVS
<input type="checkbox"/> e-Application	<input type="checkbox"/> IEVS Criminal	<input type="checkbox"/> IEVS Priority
<input type="checkbox"/> e-ICT	<input type="checkbox"/> Legacy	<input type="checkbox"/> MC 355
	<input type="checkbox"/> MEDS Alert	<input type="checkbox"/> MEDS Liaison
	<input type="checkbox"/> Manual	<input type="checkbox"/> QR7LA
	<input type="checkbox"/> Quality Assurance Assignment	<input type="checkbox"/> Quality Review
	<input type="checkbox"/> Redetermination	<input type="checkbox"/> SAR7
	<input type="checkbox"/> Screening Packet	<input type="checkbox"/> Self Service Portal Communications
	<input type="checkbox"/> Time Limits	<input type="checkbox"/> VITA

Figure 2.5.2-1 – Bank Detail Page Edit Mode

2.5.3 Description of Changes

The following categories are associated to non-System Task Types and are currently not on the Bank Detail page.

1. Update the Bank Detail page to add the following Task Categories to allow the Task associated to be configurable.
 - a. Manual
 - b. Batch EDBC
 - c. CWS
 - d. Quality Review

e. Time Limits

Note: See Figure 2.5.2-1 for placement of the attributes.

2.5.4 Page Validations

N/A.

2.5.5 Page Location

- **Global:** Admin Tools
- **Local:** Office Admin
- **Task:** Bank

2.5.6 Security Updates

N/A.

2.5.7 Page Mapping

There are no updates to page mapping.

2.5.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

3 SUPPORTING DOCUMENTS

N/A.

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.19.1.4	The LRS shall generate alerts, reminders, and controls that may not directly affect eligibility.	This modification allows System Task Types to be properly configurable to support Office Distribution and Get Next functionalities.

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7.1 Authorization Task Types

The Authorization Task functionality in the CalSAWS System is dependent on a specific inventory of authorization Task Types for each county being available. These Task Types are considered “system” Task Types because authorization Tasks are dependent on the specific Task Types, the relationships between Task Types and logic that creates/maintains a task attribute signifying what needs the authorization.

Task Type	Update “Available for Automation” field	Exclude from Append Processing	Exclude from Resulting Task Processing
Computation Request Rejected	Yes	Yes	Yes
2nd Level Authorization - Invoice	Yes	Yes	Yes
2nd Level Authorization - Issuance Replacement/Reissue	Yes	Yes	Yes
2nd Level Authorization - Payment Request (Lvl 1)	Yes	Yes	Yes
2nd Level Authorization - Payment Request (Lvl 2)	Yes	Yes	Yes
2nd Level Authorization - Transaction Refund	Yes	Yes	Yes
2nd Level Authorization - Valuable (Lvl 1)	Yes	Yes	Yes
2nd Level Authorization - Valuable (Lvl 2)	Yes	Yes	Yes
2nd Level Authorization EDBC	Yes	Yes	Yes
External Recovery Account Disapproved	Yes	Yes	Yes
Fraud Supervisor Authorization - Computation	Yes	Yes	Yes

Request			
Generate Manual NOAs	Yes	Yes	Yes
Interest Allocation Rejected	Yes	Yes	Yes
Issuance Method Disapproved	Yes	Yes	Yes
Issuance Replacement/Reissue Disapproved	Yes	Yes	Yes
Payment Request Disapproved	Yes	Yes	Yes
ReRun EDBC	Yes	Yes	Yes
Supervising Clerk Authorization - Computation Request	Yes	Yes	Yes
Supervisor Approval - Interest Allocation	Yes	Yes	Yes
Supervisor Authorization - External Recovery Account	Yes	Yes	Yes
Supervisor Authorization - Invoice	Yes	Yes	Yes
Supervisor Authorization - Issuance Method	Yes	Yes	Yes
Supervisor Authorization - Issuance Replacement/Reissue	Yes	Yes	Yes
Supervisor Authorization - Payment Request	Yes	Yes	Yes
Supervisor Authorization - Transaction Refund	Yes	Yes	Yes

Supervisor Authorization - Valuable	Yes	Yes	Yes
Supervisor Authorization EDBC	Yes	Yes	Yes
Transaction Refund Disapproved	Yes	Yes	Yes
Auxiliary Authorization – Awaiting Approval (L1)	Yes	Yes	Yes
Auxiliary Authorization – Awaiting Approval (L2)	Yes	Yes	Yes
Auxiliary Authorization – Disapproved	Yes	Yes	Yes

7.2 Clearance/Intake Task Types

Clearance Task Types are considered “system” Task Types because the Task processing is dependent on an attribute being available and associated to the Clearance Tasks. For example, a Clearance e-Application Task will be associated to an e-Application directly via a data attribute.

The Intake Task Type is considered a “system” Task Type because Intake Task processing is part of the larger Clearance task processing flow.

Task Type	Update “Available for Automation” field	Exclude from Append Processing	Exclude from Resulting Task Processing
Clearance	Yes	Yes	Yes
Clearance ICT	Yes	Yes	Yes
Clearance e-Application	Yes	Yes	Yes

Clearance CMIPSI (LA Only)	Yes	Yes	Yes
Intake	Yes	Yes	Yes

7.3 BenefitsCal Task Types

BenefitsCal Task Types are considered “system” Task Types because the BenefitsCal Task processing logic expects specific Task Types to exist for each county configured a specific way for purposes of Task creation and routing.

Task Type	Update “Available for Automation” field	Exclude from Append Processing	Exclude from Resulting Task Processing
Clearance BenefitsCal	No	Yes	Yes
Customer Appointment Requested Through Self-Service Portal	No	Yes	Yes
Customer VITA Appointment Requested Through Self Service Portal	No	Yes	Yes
Customer reported a change	No	Yes	Yes
Customer request BIC card replacement	No	Yes	Yes
Customer request EBT card replacement	No	Yes	Yes
Request to create a CBO account	No	Yes	Yes

7.4 CSC Task Types

Los Angeles Only: The following Task Types for LA only are considered “system” Task Types because the call center solution expects these Task Types to be available for the county. When Tasks with one of these types are created from the call center solution, the Tasks are associated directly to a call center ticket via a data attribute.

Task Type	Update “Available for Automation” field	Exclude from Append Processing	Exclude from Resulting Task Processing
ABAWD	No	Yes	Yes

Add Individual	No	Yes	Yes
Alternate Card Holder	No	Yes	Yes
Case Status	No	Yes	Yes
Documentation - Provided to District Office by PT.	No	Yes	Yes
Domestic Violence	No	Yes	Yes
Earned Income	No	Yes	Yes
Edit Individual	No	Yes	Yes
Employee Recipient	No	Yes	Yes
Fleeing Felon	No	Yes	Yes
Immigration Status	No	Yes	Yes
Marital Status	No	Yes	Yes
Medical Renewal - Change	No	Yes	Yes
Mental Health Appt. Request	No	Yes	Yes
Minor Consent	No	Yes	Yes
Missed 2nd Recertification Appt	No	Yes	Yes
Other CSC Task	No	Yes	Yes
Other Sensitive Services	No	Yes	Yes
Periodic Reports	No	Yes	Yes
Property	No	Yes	Yes
Pt. Requesting New/Cancel Direct Deposit	No	Yes	Yes
Remove Individual	No	Yes	Yes
Rent	No	Yes	Yes

Returning Workers Call	No	Yes	Yes
Sanctions	No	Yes	Yes
Time Limits	No	Yes	Yes
Unearned Income	No	Yes	Yes
Utilities	No	Yes	Yes
Workfare Project	No	Yes	Yes
eICT	No	Yes	Yes

7.5 Additional System Task Types

The following Task Types are considered “system” Task Types because the IVR solution expects these Task Types to be available and configured a specific way for each county for the purposes of Task creation/routing. Additionally, the “Telephonic Signature Quality” Tasks will be associated directly to a data attribute that will be used for specific CalSAWS System processing.

Task Type	Update “Available for Automation” field	Exclude from Append Processing	Exclude from Resulting Task Processing
Appointment Cancelled From Outbound IVR	No	Yes	Yes
Telephonic Signature Quality	No	Yes	Yes

CalSAWS

California Statewide Automated Welfare System

CA-226207: DDID 2219, 2268, 2716, 2717, 2718,
2728, 2258: CalSAWS Outbound IVR

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Dheeraj Muralidara
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
03/17/2021	V0.1	Draft	Dheeraj Muralidara

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1 OVERVIEW

The CalSAWS Interactive Voice Response (IVR) system will use the Amazon Connect platform to contact customers via phone calls for automated outbound IVR calls. These automated outbound IVR calls provide information for appointment reminders and document reminders. Based on the information in the system, automatic calls are sent to customers that have opted to receive these calls. Customers can contact their county to opt-in to this service. Workers initiate the opt-in process from the Contact Detail page in the CalSAWS Application. Outbound IVR calls include appointment reminders, missing 'SAR7' documents and 'Balderas' reminders.

1.1 Current Design

The CalSAWS Outbound IVR Appointment Reminder and Outbound IVR Missing Document Reminder are C-IV functionalities migrated with SCR CA-207026. Data from CalSAWS is transferred to the Contact Center system via a text file and stored in an AWS S3 bucket. The batch jobs associated to this data transfer for the 'Missing Balderas Reminder Outbound campaigns' (POxxM304), and 'Missing SAR7 Reminder Outbound campaigns' (POxxM302) were migrated by SCR CA-218722.

1.2 Requests

Update migrated C-IV Outbound IVR Campaigns (SCR CA-226207) to include additional changes to support all 58 counties according to the requirements gathered during the Contact Center Functional Design Sessions.

1.3 Overview of Recommendations

Update the existing Outbound IVR batch job process to support 58 counties and include the following:

- 1) Enhance the Amazon Outbound API calls to support additional call volume.
- 2) Configure the Outbound IVR to support additional languages:
 - a. Farsi
 - b. Vietnamese
 - c. Mandarin
 - d. Tagalog
 - e. Russian
 - f. Korean
 - g. Cambodian
 - h. Hmong
 - i. Arabic
 - j. Lao
 - k. Cantonese
 - l. Armenian
 - m. Portuguese
- 3) Enable the Contact Detail page to allow all counties to opt-in and/or opt-out customers for Outbound IVR Campaigns.

- 4) Configure the Outbound IVR Caller ID to display the CalSAWS IVR phone number associated to the county in which the customer's program is associated.
- 5) Configure the Appointment Reminder Outbound IVR calls to:
 - a. Include appointment reminders for the following appointment types:
 - i. Meeting with worker
 - ii. Group meeting
 - iii. Telephone interview
 - iv. Re-evaluation interview
 - v. Telephone CW/CF Re-Evaluation interview
 - b. Provide the customer an option to confirm, cancel or reschedule the appointment.
 - c. Create a task when a customer cancels their appointment during a CalSAWS outbound IVR call.
 - d. Transfer the caller to a queue or to a designated county number when a customer selects to reschedule their appointment.
- 6) Configure the Missing SAR 7 and Balderas Reminder Outbound IVR calls to provide the customer the option to have the missing document be re-sent:
 - a. Resend generated document to address originally mailed.
 - b. Create ability to electronically send if the customer has opted into e-notification for BenefitsCal.

1.4 Assumptions

1. The existing C-IV Outbound IVR Campaigns will be implemented into CalSAWS with SCR CA-226207. The recommendations in this SCR will enhance the migrated functionality and enable it for the 58 counties.
2. Outbound Call scheduling will match the existing Campaign schedules i.e. Tuesday – Saturday, 8AM-6PM.
3. Caller ID IVR Phone numbers will be assigned to CalWIN and Los Angeles Counties during a later phase. C-IV Counties will maintain their existing IVR phone numbers.
4. Ability to turn on or turn off task generation for appointments canceled through outbound IVR is configured by counties through the automated actions pages.
5. Task generation for appointments canceled through the outbound IVR will default to “off” for all counties. Counties will need to turn on task generation through automated actions if task generation is needed.
6. The design for Task generation for canceled appointments will be included in a separate SCR.
7. AWS will support the custom caller ID model for Outbound IVR Caller ID.

2 RECOMMENDATIONS

This section outlines recommendations to update the existing batch jobs to enable Outbound IVR for all 58 counties and additional updates to meet the requirements:

2.1 Update Outbound IVR to enable for all 58 Counties

The existing C-IV batch jobs migrated to CalSAWS with SCR CA-218722 and Amazon Outbound APIs will be configured for the additional 19 counties (Los Angeles County and 18 CalWIN Counties).

- Update 'Missing Balderas Reminder Outbound campaigns' (POxxM304)
- Update 'Missing SAR7 Reminder Outbound campaigns' (POxxM302)

Enhance Amazon Outbound APIs to be optimized for additional outbound call volume associated to all 58 counties.

The Contact Detail page in the CalSAWS application to allow workers to initiate the Outbound IVR Call opt-in/opt-out process for all counties. Note: This functionality is already in CalSAWS and will be available to all 58 counties.

Case Name: Case Name
Case Number:

Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Contact Detail

*- Indicates required fields

Save Save and Return Cancel

Name: * IVR PIN: Voice Print: No
Reset PIN

E-mail Address: ☐ Allow E-Mail Reminder E-Notification:

E-mail Status: Customer ID:

Phone Numbers

Number	Type *	IVR Consent	Allow Text
<input type="checkbox"/> (507)946-2663 ext. <input type="text"/>	Home	Opt-In	<input type="checkbox"/>
<input type="checkbox"/> <input type="text"/> ext. <input type="text"/>			<input type="checkbox"/>

Remove Add

Remove All Save Save and Return Cancel

2.2 Update Language Supported in Outbound IVR

2.2.1 Overview

CalSAWS Outbound IVR calls are currently supported in 2 languages: English and Spanish.

2.2.2 Additional Languages

Update all Outbound IVR calls to support the following additional languages:

- a. Farsi

- b. Vietnamese
- c. Mandarin
- d. Tagalog
- e. Russian
- f. Korean
- g. Cambodian
- h. Hmong
- i. Arabic
- j. Lao
- k. Cantonese
- l. Armenian
- m. Portuguese

The batch job (SCR-226207) will be updated to include the above listed languages. The verbiage for different languages will be recorded by professional voice talent. The verbiage translation will be done by a separate third-party vendor and confirmed prior to professional voice recording. The language in which the customer receives the outbound IVR call will be determined by the language code from the batch job County Caller ID

Outbound IVR will be set up to display the phone number for that county's CalSAWS IVR on the caller ID of the outbound call to facilitate customers calling back.

Note: All 39 C-IV Counties will display the existing IVR phone number as the caller ID number for outbound IVR calls.

Los Angeles County and CalWIN County caller ID numbers will be determined at a later time.

2.3 Outbound IVR - Appointment Reminders

2.3.1 Overview

The Outbound IVR – Appointment Reminders will be enabled for all 58 counties. For Appointment Reminders, currently the batch job finds a customer's appointment date between the appointment high and appointment low dates.

- Appointment low date is defined as the next business day + 1 day from the batch date.
- Appointment high date is defined as 3 business days + 1 day from the batch date.

Appointment types include Meeting with Worker, Group Meeting, Telephone Interview, Re-Evaluation Interview and Telephone CW/CF Re-Evaluation Interview. Appointments must be in a status of "scheduled" or "rescheduled".

Based on the appointment ID the batch job had returned, the caller is played back the appointment information including the appointment type, date and the duration. The customer has an option to confirm or cancel.

- If the customer confirms the appointment, the outbound IVR updates the system and the call is released with the corresponding outbound call status.
 - Appointment page is updated with a status of 'Confirmed'.
- If the customer decides to cancel the appointment, the customer will be prompted to authenticate by entering case number and IVR PIN.
 - Appointment page is updated with "Cancelled" status
 - Journal entry is created
 - Email is sent to worker

All outbound IVR calls are documented in the Customer Contact History page.

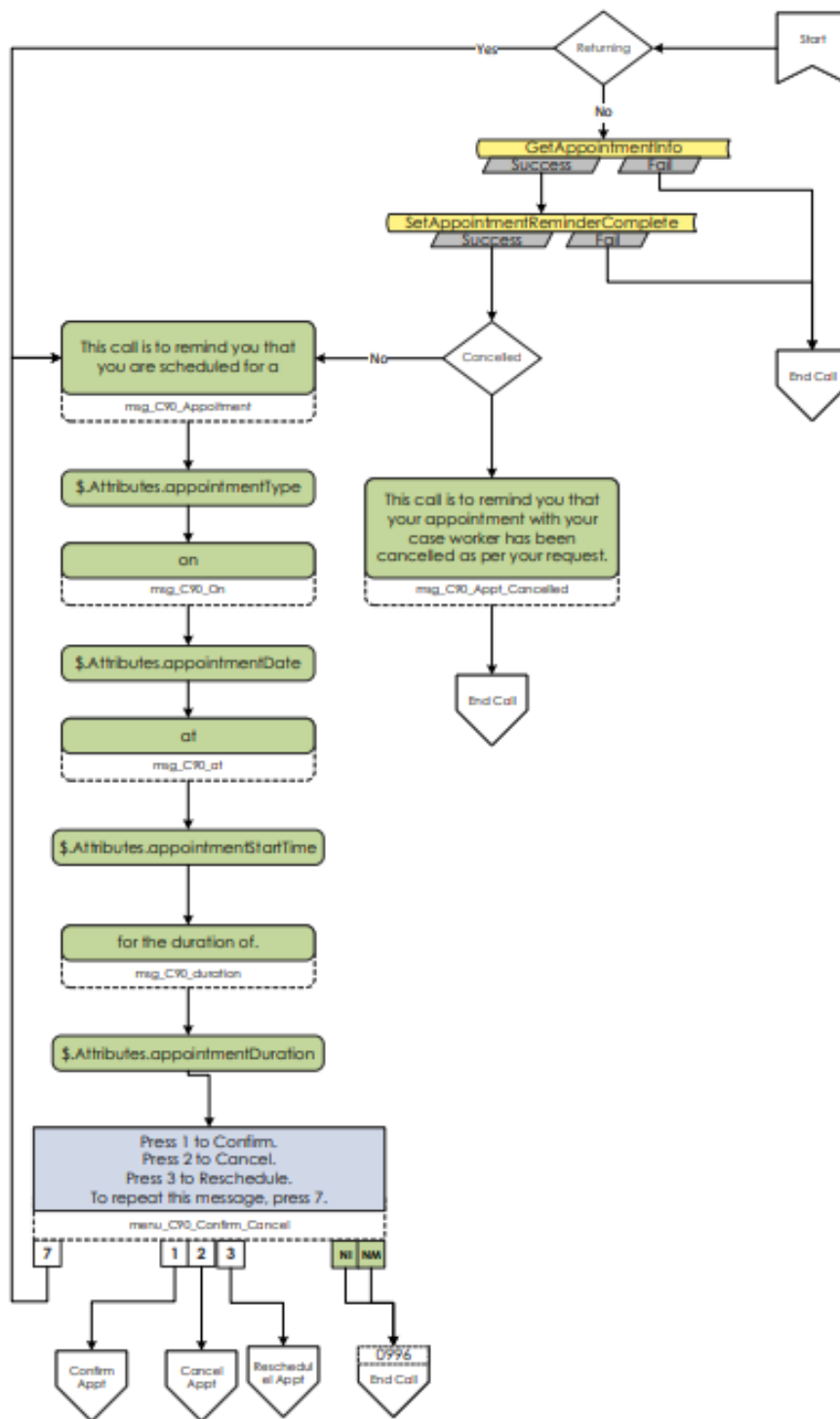
Note: This is existing C-IV outbound IVR functionality migrated to CalSAWS in SCR CA-226207.

2.3.2 Task for Cancel Appointment

Update CalSAWS System to create a task when a customer cancels their appointment during a CalSAWS outbound IVR call. This functionality will be included in a separate design effort.

2.3.3 Transfer Reschedule Appointment Calls

Add option to reschedule the appointment during an Outbound IVR appointment reminder call.

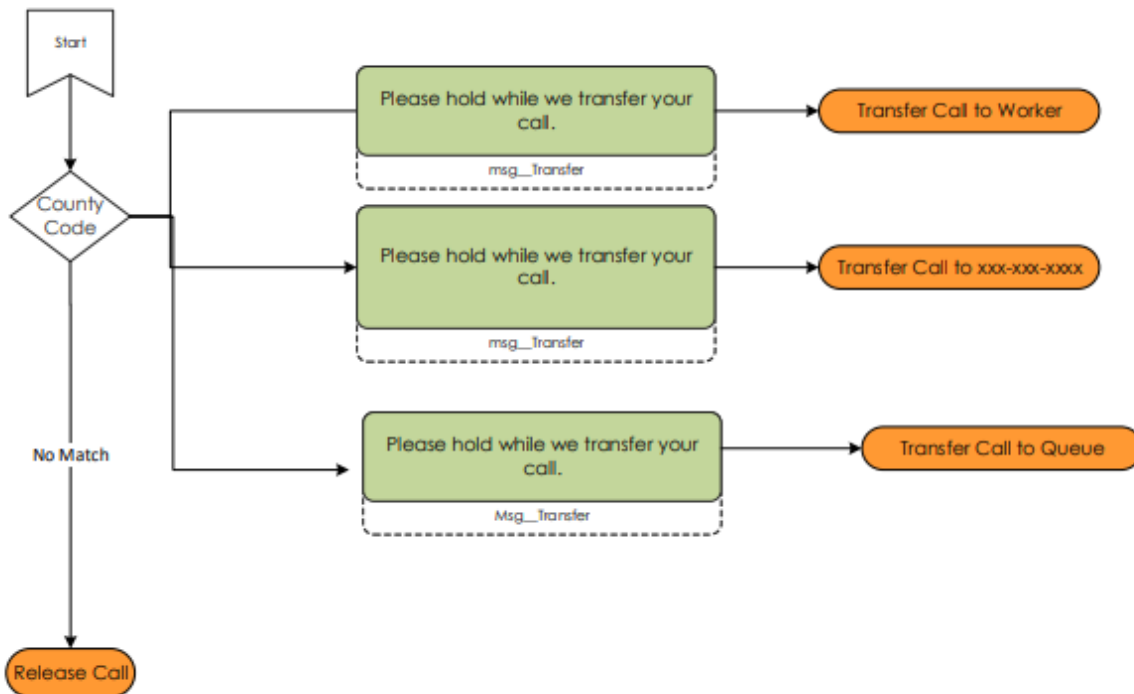


If a customer selects to reschedule an appointment, the call will be transferred in the following manner:

- In a CalSAWS Contact Center County – Call is transferred to contact center queue for agent to complete rescheduling appointment or call is transferred to external phone number. Note: Individual county

configuration for rescheduling transfer will be determined during individual county call flow design sessions prior to county go-live.

- In a Non-CalSAWS Contact Center County – Call is transferred to external number configured for all worker transfers.



2.4 Outbound IVR - Missing Document Reminders

2.4.1 Overview

The Outbound IVR – Missing Document Reminders will be enabled for all 58 counties.

For Missing Document Reminders, the batch job finds a SAR 7 document that has a 'doc_date' that is in between the batch date and the batch date + 1 day. There are two (2) missing document reminders.

- SAR 7 Reminder – This is triggered by the generation of the NA 960X SAR
- Balderas Reminder – this is triggered by M40 181C SAR

Both missing document reminders provide the customer the document name, document due date and provide the customer the options request the form be re-sent.

If the caller selects the option to request the form, the system will determine the form type on file that will be offered and will resend the system generated form.

Note: the system will not generate a new form. The request form is sent to address associated when original form was generated.

All outbound IVR calls are documented in the Customer Contact History page.

Note: This is existing C-IV outbound IVR functionality migrated to CalSAWS in SCR CA-226207.

2.4.2 Mail forms electronically

Create ability to electronically send if the customer has opted into e-notification for BenefitsCal. This functionality will be included in a separate design effort.

2.5 Outbound Call Status and Reporting

A nightly batch job receives a CSV file from Amazon, processes the file and journals the records. The CSV file contains information pertaining to the status of outbound calls.


Outbound Call Status Definitions

Call Status Result Code	Call Status Short Description	Call Status Long Description
8	Customer phone did not answer	Customer phone did not answer
10	Customer answered and was connected	Customer answered and was connected
24	Number successfully contacted but reached the wrong person	Number successfully contacted but reached the wrong person
29	Not able to Connect to Customer phone.	Not able to connect to customer phone.
30	Customer connected and confirmed appointment.	Customer connected and confirmed appointment.
31	Customer connected and attempted to confirm appointment.	Customer connected and attempted to confirm appointment due to error.
32	Customer connected and canceled appointment.	Customer connected and canceled appointment.
33	Customer connected and attempted to cancel appointment.	Customer connected and attempted to cancel appointment but failed to authenticate.

34	Customer connected and successfully requested document.	Customer connected and successfully requested document be resent to their address on file.
35	Customer connected and requested document to be re-sent, but failed.	Customer connected and requested document to be re-sent but failed due to an error.

The CalSAWS system generates an inbound/outbound call report which provides information regarding call type and whether or not the call was answered by the customer. Users must subscribe within CalSAWS to receive this report. Users subscribed to access this report on the CalSAWS application can generate this report at any time. Reports are generated per request. Any user within the IVR Report security group can access this report.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	IVR	Call Flow of Outbound IVR reminder Calls	 SCR CA-226207 - Outbound Call Flow
2			
3			
4			

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2219	The CONTRACTOR shall configure the Customer Service Center solution to allow counties to update the customers opt in and/or opt out status for the outbound IVR Campaigns through the CalSAWS Application.	Section 2.1
2268	The CONTRACTOR shall configure the CalSAWS outbound IVR to display the phone number for that county's CalSAWS IVR on the caller ID of the outbound call to facilitate customers calling back.	Section 2.2.2
2716	The CONTRACTOR shall configure the CalSAWS Outbound IVR solution to include document reminders for missing SAR7's in the outbound IVR Campaigns. Upon answering the call, the customer can request to have their SAR7 resent to them.	Section 2.4
2717	The CONTRACTOR shall configure the CalSAWS Outbound IVR solution to have appointment reminders that include meeting with worker, group meeting, telephone interview, re-evaluation interview, telephone CW/CF Re-Evaluation Interview. The customer must have an appointment status that is "scheduled" or "rescheduled." Upon receiving the appointment reminder, the customer can confirm or cancel the appointment.	Section 2.3
2718	The CONTRACTOR shall configure the CalSAWS System to create a task when a customer cancels their appointment during a CalSAWS outbound IVR call.	Section 2.3.2
2728	The following languages will be supported in the CalSAWS Outbound IVR: <ul style="list-style-type: none"> - English - Spanish - Farsi - Vietnamese - Mandarin - Armenian - Tagalog - Russian - Korean - Cambodian - Hmong - Cantonese - Arabic - Lao 	Section 2.2.2

2258	<p>The CONTRACTOR shall configure the CalSAWS Application to include an Inbound/Outbound Call Report which provides the following information:</p> <ul style="list-style-type: none"> - Date - Case Number - Case Name - Person Name - Language - Worker - Answered/ Unsuccessful - Type 	Section 2.5
------	--	-------------

4.2 Migration Requirements

Not Applicable.

5 MIGRATION IMPACTS

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