

CalSAWS CCB Agenda

DATE	September 1, 2022
TIME	1:30 PM
LOCATION	Teams Virtual Meeting
SUBJECT	Change Control Board Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management

Meeting Purpose:

Approve pending System Change Requests (SCRs), scope modifications, and change orders as needed.

1. CalSAWS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
RWR	CA-233933		Add TNB 6 and SNB 2 to the Template Repository	Client Correspondence	485	Premise	Start Build	
22.07	CA-235670		Implement CalSAWS Case Data Removal Functionality Sprint 11	Tech Arch	784	CalSAWS M&E	Production Deployment	22.08.12
22.07	CA-243555		Activate Converted Case Review Dashboard for Migrating Counties	Reports	101	CalSAWS M&E	No	22.08.XX
22.07	CA-245045		ACL 22-62 Agricultural Improvement Act of 2018 (Farm Bill) Deceased Household Changes	Fiscal	373	CalSAWS M&E	Production Deployment	22.09.18
22.07	CA-245525		DDID 2046 - Additional Language Support for Telephonic Signature	Contact Center	112	CalSAWS DD&I	Production Deployment	22.08.18
22.07	CA-247964		Pass the Confidential flag to Imaging when clicking on Capture from Case Summary	Online	105	CalSAWS DD&I	Production Deployment	22.08.18

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
22.07	CA-247994		ACL 22-60 - Mass Mailer for TEMP 2250 Informing Notice CW MAP Increase	Client Correspondence	124	CalSAWS M&E	Production Deployment	22.08.25
22.07	CA-248239		Implementation - Add BenefitsCal page to CalSAWS.org	Release Communication	64	CalSAWS M&E	Production Deployment	22.08.08
22.07	CA-248925		Configure Apache servers to cache static content (js and css) files	Performance	45	CalSAWS M&E	Production Deployment	22.08.17
22.07	CA-248929		CalSAWS generates M16-701 NOA in error	Client Correspondence	40	CalSAWS M&E	Production Deployment	22.08.25
22.07	CA-249046		Turn off E2Lite batch jobs for Modoc county	Batch/Interfaces	11	CalSAWS M&E	Production Deployment	22.08.18
22.07	CA-249069		Imperial County Warrant Issue Part II-DCR	Fiscal	88	CalSAWS M&E	Production Deployment	22.08.18
22.09	CA-235356		Placer County Contact Center	Contact Center	400	CalSAWS DD&I	No	22.10.25
22.09	CA-240152		Yolo County Contact Center	Contact Center	400	CalSAWS DD&I	No	22.10.25
22.09	CA-243479		Update 2022 Holiday Calendar for CalWIN wave 1 counties	Batch Operations	54	CalSAWS M&E	Production Deployment	
22.09	CA-245789		Update DPSSTATS Dashboard to Expand the GA/GR Program Codes	Reports	409	CalSAWS M&E	No	22.10.xx
22.09	CA-245792		Updates to Statistical Summary Analysis Dashboards to Expand the GA/GR Program Codes	Reports	618	CalSAWS M&E	No	22.10.xx
22.09	CA-247275		Remove AGGR table requirements for Shasta County Contact Center	Contact Center	280	CalSAWS M&O	Start Build	22.10.06
22.09	CA-247705		Opt Out Customers Opted into E-Notifications Without BenefitsCal Account	Client Correspondence	258	CalSAWS M&E	Start Build	x
22.09	CA-247965		Update GEN 201 to Populate BenefitsCal Portal	Client Correspondence	53	CalSAWS M&E	Start Build	22.09.08
22.09	CA-248280		Tech ForgeRock Team Allocation for August and September	Tech Forge Rock	2334	CalSAWS M&E	No	22.09.30

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
22.09	CA-248489		Design: ART Coverage Analysis - Defect Trend, All Usage Tiers	System Test	300	CalSAWS M&E	Start Build	22.11.16
22.11	CA-210234	CIV-104964	CFL 18/19-79 Update Electronic Theft replacement and reporting Phase II	Fiscal	181	CalSAWS M&E	Start Build	
22.11	CA-243012		CalFresh SSI COLA - 2023	Batch/Interfaces	428	CalSAWS M&E	Start Build	22.11.28
22.11	CA-244150		Update CCSAS Outbound to send final update when discontinuance takes effect	Batch/Interfaces	457	CalSAWS M&E	Start Build	
22.11	CA-244692		Set Claim Code on ARC FC EDBC's	Eligibility	228	CalSAWS M&E	Production Deployment	
22.11	CA-245146		Additional Updates for Homeless Assistance	Batch/Interfaces	224	CalSAWS M&E	Start Build	
22.11	CA-248037		Create a BPCR and network connection to setup E2Lite for Placer county	Batch Operations	51	CalSAWS M&E	No	
22.11	CA-248039		Create a BPCR and network connection to setup E2Lite for Tulare county	Batch Operations	45	CalSAWS M&E	No	22.12.30
22.11	CA-248390		ODM Rule Changes for JAVA and Weblogic Upgrade	Tech Arch	3968	CalSAWS M&E	Production Deployment	23.01.xx
23.01	CA-239481		Add CalWIN counties into Interface batch property - wave 2	Batch/Interfaces	366	CalSAWS M&E	No	23.01.XX
23.01	CA-247689		Journal Print Accessibility Updates	Online	28	CalSAWS M&E	No	
23.03	CA-58031		Update PB00C980 job to truncate data from CS_TEMP_UPDATE table along with existing CCSAS and MEDS tables	Batch/Interfaces	73	CalSAWS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
RWR	CA-216900		Add CF RE, CW RE, and CW/CF RE packets in threshold languages.	Client Correspondence	3820	Premise	Start Build	22.07.x3
22.06	CA-242671		Update the Database Connection for the Child Care Portal	Online	131	CalSAWS M&E	Start Build	22.08.XX
22.07	CA-237741		Migrate Child Care API from APIGEE to AWS API Gateway	Tech Arch	58	CalSAWS M&E	No	22.08.11
22.07	CA-245786		Report Updates to Expand the GA/GR Program Codes	Reports	200	CalSAWS M&E	Start Build	22.09.08
22.09	CA-206080		ACL 18-141 CF REVISED SUPPLEMENTAL FORM FOR EXCESS MEDICAL DEDUCTIONS (CF 31)	Client Correspondence	250	CalSAWS M&E	No	
22.09	CA-216033		Update SOC 452 (06/19)	Client Correspondence	50	CalSAWS M&E	No	
22.09	CA-219921		Update to SAR 2 to Generate using EDBC Logic	Client Correspondence	421	CalSAWS M&E	Start Build	
22.09	CA-223587		Enhance functionality for forms generated during Run EDBC	Client Correspondence	319	CalSAWS M&E	Start Build	
22.09	CA-234149		Online Help: Update Forms Overview for CA-49396	Training	28	CalSAWS M&E	Start Build	
22.09	CA-235440		Update Population Logic for Forms for Migration Counties - Phase 3	Client Correspondence	199	CalSAWS M&E	Start Build	
22.09	CA-240291		Update CalSAWS application to latest jQuery library version	Tech Arch	220	CalSAWS M&E	Start Build	
22.09	CA-243640		Automated Action for incoming CalHEERS referrals	Online	253	CalSAWS M&E	Start Build	
22.11	CA-208510		Add Child Placement Type - Resource Family Home to the Batch Job Requirement	Batch/Interfaces	57	CalSAWS M&E	No	
22.11	CA-209184		Processing Eligibility Determinations for the 250% Working Disabled Program	CalHEERS	1387	CalSAWS M&E	No	
22.11	CA-218506		2018/2020/2022 Tuberculosis Income Standard Amount Update	CalHEERS	20	CalSAWS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
22.11	CA-232486		Create an Automated Process to Send CDSS the Stage One Child Care Home Provider	Batch/Interfaces	356	CalSAWS M&E	No	
23.01	CA-231814		Add Detailed Workflow Indicator to Documents in RC	Imaging	100	CalSAWS M&O	No	

2. Informational Only: CalSAWS Conversion SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
<i>None</i>								

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
<i>None</i>								

The next CCB Meeting scheduled for **09/15/2022**.

3. CalSAWS Deployment Schedule

2022 - 2023 CalSAWS Deployment Schedule as of 6/6/2022

Release #	Release Date (Mon)	CalSAWS Production Deployment Date (Sun)	Notes	SCR Freeze (Fri)	Defect Freeze (Fri)	DBCR/CTCR Freeze (Wed)	Hard Defect Freeze (Fri)	Build Approved (Wed)
22.03	3/21/2022	3/20/2022		1/28/2022	2/25/2022	3/2/2022	3/4/2022	3/16/2022
22.05	5/23/2022	5/22/2022	Due to Memorial Day 5/30	3/25/2022	4/29/2022	5/4/2022	5/6/2022	5/18/2022
22.06	6/20/2022		CH Release	4/8/2022	5/27/2022	6/1/2022	6/3/2022	6/15/2022
22.07	7/25/2022	7/24/2022		5/27/2022	7/1/2022	7/6/2022	7/8/2022	7/20/2022
Wave 1 County Prep	9/19/2022		Wave 1 County Prep (Placer and Yolo)					
22.09	9/26/2022	9/25/2022	CH Release 9/19	7/29/2022	9/2/2022	9/7/2022	9/9/2022	9/21/2022
Wave 1 Go-Live	10/31/2022		CalWIN to CalSAWS Wave 1 Go-Live (Placer and Yolo)					
22.11	11/21/2022	11/20/2022		9/30/2022	10/28/2022	11/2/2022	11/4/2022	11/16/2022
Wave 2 County Prep	1/16/2023		CalWIN to CalSAWS Wave 2 County Prep (Santa Clara, Tulare, Contra Costa)					
23.01	1/23/2023	1/22/2023		11/23/2022	12/30/2022	1/4/2023	1/6/2023	1/18/2023
23.02	2/13/2023	2/12/2023	CH Release	TBD	TBD	TBD	TBD	TBD
Wave 2 Go-Live	2/27/2023		CalWIN to CalSAWS Wave 2 Go-Live (Santa Clara, Tulare, Contra Costa)					
Wave 3 County Prep	3/13/2023		CalWIN to CalSAWS Wave 3 County Prep (Orange, Santa Barbara, Ventura)					
23.03	3/20/2023	3/19/2023		1/27/2023	2/24/2023	3/1/2023	3/3/2023	3/15/2023
Wave 3 Go-Live	4/24/2023		CalWIN to CalSAWS Wave 3 Go-Live (Orange, Santa Barbara, Ventura)					
Wave 4 County Prep	5/15/2023		CalWIN to CalSAWS Wave 4 County Prep (San Diego, San Mateo, Santa Cruz, Solano)					
23.05	5/22/2023	5/21/2023	Due to Memorial Day 5/29	3/24/2023	4/28/2023	5/3/2023	5/5/2023	5/17/2023
CH 23.6	6/19/2023	6/18/2023	CH Release	TBD	TBD	TBD	TBD	TBD
Wave 4 Go-Live	7/3/2023		CalWIN to CalSAWS Wave 4 Go-Live (San Diego, San Mateo, Santa Cruz, Solano)					
Wave 5 County Prep	7/17/2023		CalWIN to CalSAWS Wave 5 County Prep (Alameda, Fresno, Sonoma)					
23.07	7/24/2023	7/23/2023		5/26/2023	6/30/2023	7/5/2023	7/7/2023	7/19/2023
Wave 5 Go-Live	9/4/2023		CalWIN to CalSAWS Wave 5 Go-Live (Alameda, Fresno, Sonoma)					
CH 23.9	9/18/2023	9/17/2023	CH Release					
Wave 6 County Prep	9/18/2023		CalWIN to CalSAWS Wave 6 County Prep (Sacramento, San Francisco, San Luis Obispo)					
23.09	9/25/2023	9/24/2023		7/28/2023	9/1/2023	9/6/2023	9/8/2023	9/20/2023

Wave 6 Go-Live	10/30/2023		CalWIN to CalSAWS Wave 6 Go-Live (Sacramento, San Francisco, San Luis Obispo)					
23.11	11/20/2023	11/19/2023		9/29/2023	10/27/2023	11/1/2023	11/3/2023	11/15/2023
24.01	1/22/2024	1/21/2024		11/22/2023	12/29/2023	1/3/2024	1/5/2024	1/17/2024

Freeze Dates	
SCR Freeze:	Deadline for all SCR code to be delivered for baseline release
Defect Freeze:	Deadline for all Defects to be delivered for baseline release
Hard Defect Freeze:	Deadline for all Defects (tied to baseline release) to be delivered for baseline release
Build Approved:	Greenlight for baseline release

[CA-233933] Add TNB 6 and SNB 2 to the Template Repository

Team Responsible:	Client Correspondence	Assignee:	Anusha Somu	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Singaram Manickam	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	485
Reporter:	Caroline Bui	Regulation Reference:	ACL 18-107, ACL 18-108	Created:	09/27/2021 04:35 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Correspondence Phase II
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Reviewed and Approved by Caroline Bui 8/4/2022				
Expedite Approval:	By Karen Rapponotti on 08/22/2022				
Current Design:	The SNB 2 and TNB 6 are automatically generated in the system.				
Request:	<ol style="list-style-type: none"> 1. Add the "Notice of Approval for Supplemental Nutrition Benefit (SNB) Program SNB 2" in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese 2. Add the " Notice of Discontinuance for Transitional Nutrition Benefit (TNB) Program TNB 6" in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese 				
Recommendation:	<ol style="list-style-type: none"> 1. Add the "Notice of Approval for Supplemental Nutrition Benefit (SNB) Program SNB 2" in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese 2. Add the " Notice of Discontinuance for Transitional Nutrition Benefit (TNB) Program TNB 6" in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese 				
Outreach Description:					
Alternative Procedure Description:	Manually generate NOAs on CDSS website.				
Operational Impact:					
Estimate:	485				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	300	DBA :	0	Design :	75
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	10	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	90	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-235670] Implement CalSAWS Case Data Removal Functionality Sprint 11

- Resolved: 08/12/2022 09:25 AM

Team Responsible:	Tech Arch	Assignee:	Chris Larson	SPG Status:	N/A
Fix Version/s:	[22.07]	Designer Contact:	Michael A. Wright	Change Type (SCR):	Enhancement
Minor Version:	22.08.12	Expedite Changes:	Production Deployment	Estimate:	784
Reporter:	Michael A. Wright	Regulation Reference:		Created:	10/26/2021 10:06 AM
Status:	In Production	Impact Analysis:	[Batch Performance]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Frederick Gains	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Usability]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Frederick Gains 8/11/2022				
Expedite Approval:	Approved by Frederick Gains 8/11/2022				
Current Design:	LRS retains all case data, regardless of the age of the case. I.e., nothing is ever deleted from the system				
Request:	Create a Case Data Removal process to identify and remove cases through a Batch process following PSC-approved records retention policies				
Recommendation:	<ol style="list-style-type: none"> 1) Update Case Data Removal BSCR's to activate Batch jobs in Production on 8/13/22. 2) Create Case Data Removal Completion Report request to active the Completion report after the data removal jobs complete, nightly. 				
Outreach Description:	Regional Manager and Section Directors will be updated on Sprint features to be delivered at the conclusion of each Sprint. We will also conduct user demos at the conclusion of any Sprint that contains user-facing features.				
Alternative Procedure Description:	N/A New functionality for CalSAWS				
Operational Impact: Estimate:	784				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	784	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-243555] Activate Converted Case Review Dashboard for Migrating Counties

Team Responsible:	Reports	Assignee:	Thao Ta	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Sophia Fernandez [X]	Change Type (SCR):	Enhancement
Minor Version:	22.08.XX	Expedite Changes:	No	Estimate:	101
Reporter:	Carlos Zepeda	Regulation Reference:		Created:	04/06/2022 03:55 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Management Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 8/3/2022

Expedite Approval: Current Design: The Converted Case Review Dashboard in CalSAWS is currently not available to counties migrating from the C-IV and CalWIN systems. This dashboard is currently only available to select executive users.

Request: Make the Converted Case Review Dashboard accessible to the incoming C-IV and CalWIN counties that have either migrated to, or are migrating to, CalSAWS.

- Recommendation:**
1. Turn on the Converted Case Review Dashboard for all migrating counties
 2. Add a link to the Converted Case Review Dashboard in the Business Intelligence landing page under the Operations Reports section
 3. Update the Qlik dashboard logic to add section access to restrict the data by county based on user profile

Outreach

Description:
Alternative Procedure Description:
Operational Impact:
Estimate: **101**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	76
Reports Test :	25	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-245045] ACL 22-62 Agricultural Improvement Act of 2018 (Farm Bill) Deceased Household Changes

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Eric Wu	Change Type (SCR):	New Policy
Minor Version:	22.09.18	Expedite Changes:	Production Deployment	Estimate:	373
Reporter:	Michele Peterson	Regulation Reference:	ACL 22-62	Created:	05/02/2022 11:16 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 08/08/2022

Current Design:

Expungements are benefits removed from the Customer's EBT account and returned to the county. This occurs when the benefit has remained untouched in the Customer's account for 12 months. Expunged CalFresh benefits are returned to Food and Nutrition Services (FNS). The Customer cannot access the expunged benefits again. Expunged Cash benefits are also returned to counties. The Customer, however, can regain access to expunged benefits when the EBT account is Reactivated. When Cash EBT accounts are reactivated, EBT expunged benefits are sent back to the Customer through their EBT card. The Expungement Search, Expungement Detail, and Expungement History pages are available in the CalSAWS to facilitate this process.

Request:

The Agriculture Improvement Act of 2018, also known as the 2018 Farm Bill, mandated changes to Supplemental Nutrition Assistance Program (SNAP) regulations governing the expungement of unused benefits as it relates to the Electronic Benefit Transfer (EBT) System. In accordance with Section 4006 of the 2018 Farm Bill, the benefit expungement timeframe has been amended from 12 months to nine months (274 days) per 7 CFR 274.2(i). Additionally, state agencies are now required to permanently expunge benefits upon the verified death match of all certified members of a household per 7 CFR 274.2(i)(4).

Recommendation:

1. Update EBT Case Client Interface to expunge Food Benefits when all CalFresh household members are deceased.
- Note: FIS will update the aging process and reduce the expungement timeframe to 9 months (274 days). In addition, SCR-244864 will update the TEMP NA1232 form to reflect the 274-day timeframe.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

373

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	242	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0

System Test Support :	96	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-245525] DDID 2046 - Additional Language Support for Telephonic Signature

- Resolved: 08/18/2022 02:09 PM

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Select a value
Fix Version/s:	[22.07]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	22.08.18	Expedite Changes:	Production Deployment	Estimate:	112
Reporter:	Jared Kuester	Regulation Reference:		Created:	05/13/2022 01:09 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen J. Rapponotti, 8/4/2022

Current Design: Telephonic Signature only plays in English

Request: From CAR-3811 :

- a. Play a pre-recorded message of the Rights and Responsibilities based on the documents the customer will be signing. The forms which require Rights and Responsibilities include:
 - i. Redetermination,
 - ii. Recertification,
 - iii. and Application.
- b. The following languages will be supported through this functionality:
 - English
 - Spanish
 - Farsi
 - Vietnamese
 - Mandarin
 - Armenian
 - Tagalog
 - Russian
 - Korean
 - Cambodian
 - Hmong
 - Cantonese
 - Arabic
 - Lao

Recommendation:

1. Add support for additional languages in the Telephonic Signature Call Flow
 - a) English
 - b) Spanish
 - c) Farsi
 - d) Vietnamese
 - e) Mandarin
 - f) Armenian
 - g) Tagalog
 - h) Russian
 - i) Korean
 - j) Cambodian
 - k) Hmong
 - l) Cantonese
 - m) Arabic

n) Lao

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 112

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	42	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	70	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-247964] Pass the Confidential flag to Imaging when clicking on Capture from Case Summary

- Resolved: 08/17/2022 08:52 AM

Team Responsible:	Online	Assignee:	Joseph Faulkner	SPG Status:	N/A
Fix Version/s:	[22.07]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Operational Enhancement
Minor Version:	22.08.18	Expedite Changes:	Production Deployment	Estimate:	105
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	07/19/2022 03:39 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	Imaging
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Rhiannon Chin 8/5/22

Expedite Approval:

Karen Rapponotti 8/19/22

Current Design:

The Capture button on Case Summary does not pass the Confidential flag.

Request:

Update the Capture button on Case Summary to pass the Confidential flag to Imaging.
Update Custom Properties to remove leading whitespace to ensure that confidential flag can be passed properly

Recommendation:

Update the Capture button on Case Summary to pass the Confidential flag. Also update Imaging and imaging service to accept and return FLAG values without leading or trailing whitespaces.

Example of added URL variable:

for true:

<https://calsaws-at2-cs.hylandcloud.com/capture/#captureindexing?autocapture&captureprofile=Single%20Case%20Scan&Applicable%20Date=1658270374962&Received%20Date=1658270374962&Bundle%20ID=123456&Case%20Name=John%20Test&Case%20Number=K123456&Case%20UID=4008511217&Confidential=True>

for false:

<https://calsaws-at2-cs.hylandcloud.com/capture/#captureindexing?autocapture&captureprofile=Single%20Case%20Scan&Applicable%20Date=1658270374962&Received%20Date=1658270374962&Bundle%20ID=123456&Case%20Name=John%20Test&Case%20Number=K123456&Case%20UID=4008511217&Confidential=False>

Outreach

Description:

Documents captured via Utilities bar > Imaging > Capture will have the confidential flag correctly set.

Alternative

Procedure

Documents already captured via Case Summary > Capture can be sent to Reindex All. Complete a case lookup, then send the document to Workflow Archive.

Description:

Operational Impact:

Estimate: 105

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	23	IVR/CC :	0	Online :	30

Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	12	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	40	Translation :	0
		Training :	0		



[CA-247994] ACL 22-60 - Mass Mailer for TEMP 2250 Informing Notice CW MAP Increase

Team Responsible:	Client Correspondence	Assignee:	Rekha Jaguva Rajan	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Nithya Chereddy	Change Type (SCR):	New Policy
Minor Version:	22.08.25	Expedite Changes:	Production Deployment	Estimate:	124
Reporter:	Nithya Chereddy	Regulation Reference:	ACL 22-60	Created:	07/20/2022 10:59 AM
Status:	System Test	Impact Analysis:	[Central Print]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh, Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Maria Arceo 8/15/22 Sent to Correspondence committee as FYI

Expedite Approval: Approved by Karen J. Rapponotti on 08/03/2022

Current Design: The latest version of TEMP 2250 is not present in the System.

Request: TEMP 2250 Informing Notice should be mass mailed to all active CWs participants to inform the changes to the Maximum Aid Payment(MAP) levels. <https://cdss.ca.gov/Portals/9/Additional-Resources/Forms-and-Brochures/2020/Q-T/TEMP2250.pdf?ver=2022-07-18-085933-037>

Recommendation:

1. Update the TEMP 2250 Form XDP (08/2021) to the latest version (07/2022) provided in the ACL 22-60. This form is used to inform CalWORKs AUs of the change to the MAP. The updated form version provided in the ACL 22-60 has the updated CW MAP values.

State Form: TEMP 2250 (07/2022)
 Current Programs: CalWORKs, RCA
 Current Attached Forms: N/A
 Current Forms Category: N/A
 Current Template Repository Visibility: Not visible in Template Repository
 Existing Languages: English, Spanish
 Updated Languages: English and Spanish

Form Mockups/Examples: See attachments TMP2250_EN_Mock up.pdf and TMP2250_SP_Mockup.pdf

2. The TEMP 2250 form should be mass mailed to all CalWORKs AUs to inform them of the change to the MAP.

Following are the trigger conditions for the Mass Mailer:

- i) The TEMP 2250 will be sent to primary applicants of active CalWORKs/RCA program.
- ii) The mass mailing will occur on 08/25/2022. TEMP 2250 will be sent to all active CalWORKs/RCA recipients.

English forms will be sent to households who have indicated their primary language as English or any language other than Spanish.

A GEN 1365 will be added to every envelope including English.

Spanish forms will be sent to households who have indicated their primary language as Spanish.

Note: There is no design document for this SCR, the recommendations are added in JIRA.\n TEMP 2250 is a viewable document in BenefitsCal.

Outreach Description:

Alternative Procedure Description:
Operational Impact Estimate: N/A
124

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	89	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	35	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-248239] Implementation - Add BenefitsCal page to CalSAWS.org

- Resolved: 08/09/2022 10:41 AM

Team Responsible:	Release Communication	Assignee:	Tiffany Cheung [X]	SPG Status:	N/A
Fix Version/s:	[22.07]	Designer Contact:	Tiffany Cheung [X]	Change Type (SCR):	Enhancement
Minor Version:	22.08.08	Expedite Changes:	Production Deployment	Estimate:	64
Reporter:	Tiffany Cheung [X]	Regulation Reference:		Created:	07/26/2022 04:28 PM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Joel M. Acevedo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Joel Acevedo 07/27/2022

Expedite Approval:

Expedited prod deployment approval from June Hutchison on 7/28/2022

Current Design:

There is no single page on the external CalSAWS.org website to coordinate BenefitsCal updates and announcements.

Request:

- 1) Create a BenefitsCal page on CalSAWS.org website to coordinate all things BenefitsCal with the following components:
 - BenefitsCal YouTube Channel link
 - Outages section
 - Quick Reference Guides
 - Release Notes
- 2) Remove Outages section from the Resources page
- 3) Remove BenefitsCal Release Notes from the System Updates page
- 4) Add a link to this new BenefitsCal page on the System Updates page to inform users that the BenefitsCal release notes can be found on the new page.

Recommendation:

- 1) Create a BenefitsCal page on CalSAWS.org website to coordinate all things BenefitsCal with the following components:
 - BenefitsCal YouTube Channel link
 - Outages section
 - Quick Reference Guides
 - Release Notes
- 2) Remove Outages section from the Resources page
- 3) Remove BenefitsCal Release Notes from the System Updates page
- 4) Add a link to this new BenefitsCal page on the System Updates page to inform users that the BenefitsCal release notes can be found on the new page.

Outreach

Description:

Users will need to search for BenefitsCal related items manually in search bar.

Alternative Procedure

Description:

Operational Impact:

Estimate: **64**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0

Performance :	0	Release Communication	64	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	0	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-248925] Configure Apache servers to cache static content (js and css) files

- Resolved: 08/16/2022 03:50 PM

Team Responsible:	Performance	Assignee:	Santhosh Jayasekar	SPG Status:	N/A
Fix Version/s:	[22.07]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Operational Enhancement
Minor Version:	22.08.17	Expedite Changes:	Production Deployment	Estimate:	45
Reporter:	Sumeet Patil	Regulation Reference:		Created:	08/11/2022 04:02 PM
Status:	In Production	Impact Analysis:	[Online Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Brian Rodgers	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Performance	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/16/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Laura C. on 8/16				
Expedite Approval:	Approved by Laura C. on 8/16				
Current Design:	Apache web server serves the static content to CalSAWS Online application pages.				
Request:	The static content served by the web server should be cached on the browser side, as the static content does not change frequently				
Recommendation:	Update the Apache web server configuration to cache the static content (,js and .css)				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	45				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	20
Performance :	20	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	5	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-248929] CalSAWS generates M16-701 NOA in error**

- Resolved: 08/23/2022 01:22 PM

Team Responsible:	Client Correspondence	Assignee:	Lalitha Valamarthi	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Maria Jensen	Change Type (SCR):	Operational Enhancement
Minor Version:	22.08.25	Expedite Changes:	Production Deployment	Estimate:	40
Reporter:	Janet Mitri	Regulation Reference:		Created:	08/11/2022 05:19 PM
Status:	Test Complete	Impact Analysis:	[Central Print]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Reviewed and Approved by Caroline Bui on 8/16/2022

Expedite Approval: Approved by Karen Rapponotti on 08/12/2022

Current Design: Currently, when the customer files an EBT adjustment claim with the EBT vendor and the claim is denied by the vendor, a file is received and CalSAWS generates M16-701 in error

Request: To suppress the NOA M16-701 from generating in error in CalSAWS. The correct NOA should be M16-705 EBT Adjustment Denial.

Recommendation: To suppress the NOA M16-701 from generating in error in CalSAWS. The correct NOA should be M16-705 EBT Adjustment Denial.

Note: this SCR does NOT have a Design Document.

CA-56518 will fix this to generate the NOA M16-705 instead of the M16-701.

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 40

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	30	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	10	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-249046] Turn off E2Lite batch jobs for Modoc county**

- Resolved: 08/17/2022 02:47 PM

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	N/A
Fix Version/s:	[22.07]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:	22.08.18	Expedite Changes:	Production Deployment	Estimate:	11
Reporter:	Howard Suksanti	Regulation Reference:		Created:	08/15/2022 10:05 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Gingko Luna 8/16/2022				
Expedite Approval:	Approved by Karen Raponotti on 8/16/2022				
Current Design:	E2Lite batch jobs run for Modoc County.				
Request:	Turn off Modoc E2Lite batch jobs.				
Recommendation:	<p>Create a BSCR to turn off the following batch jobs:</p> <p>E2LiteInboundFTP (PI25E900) E2LiteInboundReader(PI25E901) E2LiteOutboundWriter PO25E903 (3 month offset) E2LiteOutboundWriter PO25E904 (6 month offset) E2LiteOutboundFTP PO25E905 (3 month offset) E2LiteOutboundFTP PO25E906 (6 month offset)</p>				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact Estimate:	11				
Automated Test :	0	Batch/Interfaces :	6	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	5	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

[CA-249069] Imperial County Warrant Issue Part II-DCR

- Resolved: 08/18/2022 04:20 PM

Team Responsible:	Fiscal	Assignee:	Emma Wong	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Sidhant Garg	Change Type (SCR):	Data Change
Minor Version:	22.08.18	Expedite Changes:	Production Deployment	Estimate:	88
Reporter:	Claudia Pinto	Regulation Reference:		Created:	08/15/2022 02:57 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 08/15/2022

Current Design: Additional records were found that were not updated with CA-248354 but need to be updated.

Request: For Imperial County warrants in cancelled status, create new issuance record and set status to Ready for Issuance, then Issued. Set status of existing issuance records in Cancelled status to Reissued. For Imperial County warrants in Issued status that were created on 08/11/2022, set their status to Paid

Recommendation: For Imperial County warrants in cancelled status, create new issuance record and set status to Ready for Issuance, then Issued. Set status of existing issuance records in Cancelled status to Reissued. For Imperial County warrants in Issued status that were created on 08/11/2022, set their status to Paid.

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 88

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	55	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	23	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-235356] Placer County Contact Center

Team Responsible:	Contact Center	Assignee:	Jared Kuester	SPG Status:	Select a value
Fix Version/s:	[22.09]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	22.10.25	Expedite Changes:	No	Estimate:	400
Reporter:	Jared Kuester	Regulation Reference:		Created:	10/19/2021 03:02 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Chris Craig, Placer County, approved 8/11/2022

Expedite Approval: Current Design: Placer County maintains and operates their own contact center

Request: Build out an Amazon Connect Contact Center for Placer County

- Recommendation:**
1. Continuing Service Center (CSC)
 - a. Claim a new phone number for inbound calls.
 - i. County owned Toll-Free Number will be pointed to this number.
 - b. Deploy the county specific call flow
 - i. See attached CA-235356 - Placer County Call Flow PDF for details
 - c. Record new county specific prompts
 - i. See attached CA-235356 - Placer County Verbiage Sheet Excel document for details
 - d. Build new Queues
 - i. See attached CA-235356 - Placer County Queue List Excel document for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached CA-235356 - Placer County Quick Connects Excel document for details
 - g. Upload Holiday dates to DynamoDB table
 - i. Holiday dates to be Provided by the County
 - h. Upload Agents
 2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept county code 57 as a CalSAWS county
 - i. See Attached Call Flow (CA-235356 - RCC Call Flow Wave 1.pdf) for details.
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for County 57
 - i. Generic Worker will be created via SCR CA-243646
 3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
 4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreements for CSC and RCC queues

Outreach Description: Weekly Meetings with Placer County one month before they go live, and Model Office sessions for contact center staff

Alternative Procedure Description: N/A

Operational Impact Estimate: 400

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	400	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-240152] Yolo County Contact Center

Team Responsible:	Contact Center	Assignee:	Jared Kuester	SPG Status:	Select a value
Fix Version/s:	[22.09]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	22.10.25	Expedite Changes:	No	Estimate:	400
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 11:54 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Darcy Alexander Received Approval Email from Yolo County on 8/12/22

Expedite Approval: Current Design: Yolo County maintains and operates their own contact center

Request: Build out an Amazon Connect Contact Center for Yolo County

- Recommendation:**
1. Continuing Service Center (CSC)
 - a. Claim a new phone number for inbound calls.
 - i. County owned Toll-Free Number will be pointed to this number.
 - b. Deploy the county specific call flow
 - i. See attached CA-240152 - Yolo County Call Flow PDF for details
 - c. Record new county specific prompts
 - i. See attached CA-240152 - Yolo County Verbiage Sheet Excel document for details
 - d. Build new Queues
 - i. See attached CA-240152 - Yolo County Queue List Excel document for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached CA-240152 - Yolo County Quick Connects Excel document for details
 - g. Upload Holiday dates to DynamoDB table
 - i. Holiday dates to be Provided by the County
 - h. Upload Agents
 2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept county code 57 as a CalSAWS county
 - i. See Attached Call Flow (CA-235356 - RCC Call Flow Wave 1.pdf) for details.
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for County 57
 - i. Generic Worker will be created via SCR CA-243646
 3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
 4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreements for CSC and RCC queues

Outreach Description:	Weekly Meetings with Yolo County one month before they go live, and Model Office sessions for contact center staff					
Alternative Procedure Description:	N/A					
Operational Impact Estimate:	400					
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0	
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0	
Client Correspondence :	0	DBA :	0	Design :	0	
Eligibility :	0	Fiscal :	0	Forms Test :	0	
Imaging :	0	IVR/CC :	400	Online :	0	
Performance :	0	Release Communication Support :	0	Reports :	0	
Reports Test :	0	Security :	0	Special Project :	0	
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0	
Tech Ops :	0	Training :	0	Translation :	0	



[CA-243479] Update 2022 Holiday Calendar for CalWIN wave 1 counties

Team Responsible:	Batch Operations	Assignee:	Nicholas Sturges	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	54
Reporter:	Naveen Bhumandla	Regulation Reference:		Created:	04/05/2022 06:36 PM
Status:	System Test	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: CRFI Responses to 22-029 (04/2022)

Expedite Approval: Karen Rapponotti - Approved - 08/02/2022

Current Design: The 2022 Holiday Calendar was set by CRFI 20-033 at the end of 2021.

Request: CalSAWS does not have CalWIN wave1 counties holiday calendar details. So, we are still working with the consortium and will update the details as soon as we get information from the consortium.

Recommendation: CalSAWS does not have CalWIN wave1 counties holiday calendar details. So, we are still working with the consortium and will update the details as soon as we get information from the consortium.

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: **54**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	30
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	24	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-245789] Update DPSSSTATS Dashboard to Expand the GA/GR Program Codes

Team Responsible:	Reports	Assignee:	Susanna Martinez	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Susanna Martinez	Change Type (SCR):	Enhancement
Minor Version:	22.10.xx	Expedite Changes:	No	Estimate:	409
Reporter:	Carlos Zepeda	Regulation Reference:		Created:	05/20/2022 05:28 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[State/Fiscal Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 8/16/2022

Expedite Approval: Current Design: The following dashboards within the General Relief dashboard do not provide application or case metrics for the GA/GR Automated Solution program or the General Assistance (Managed) program:

- DPSSSTATS-General Relief-Application Processing
- DPSSSTATS-General Relief-Applications Received
- DPSSSTATS-General Relief-Caseload Management
- DPSSSTATS-General Relief-Pending Applications

Request: The following DPSSSTATS dashboard pages need to be updated to include the GA/GR Automated Solution program code (GR) and the General Assistance (Managed) program code (GM):

- DPSSSTATS-General Relief-Application Processing
- DPSSSTATS-General Relief-Applications Received
- DPSSSTATS-General Relief-Caseload Management
- DPSSSTATS-General Relief-Pending Applications

Recommendation: Update the following dashboards to include the GA/GR Automated Solution program code (GR) and the General Assistance (Managed) program code (GM) data:

- DPSSSTATS-General Relief-Application Processing
- DPSSSTATS-General Relief-Applications Received
- DPSSSTATS-General Relief-Caseload Management
- DPSSSTATS-General Relief-Pending Applications

Outreach Description: Alternative Procedure N/A

Description: Operational Impact: Estimate: 409

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0

Performance :	0	Release Communication	0	Reports :	294
Reports Test :	115	Support :	0	Special Project :	0
System Test Support :	0	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-245792] Updates to Statistical Summary Analysis Dashboards to Expand the GA/GR Program Codes

Team Responsible:	Reports	Assignee:	Susanna Martinez	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Susanna Martinez	Change Type (SCR):	Enhancement
Minor Version:	22.10.xx	Expedite Changes:	No	Estimate:	618
Reporter:	Carlos Zepeda	Regulation Reference:		Created:	05/20/2022 05:41 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[State/Fiscal Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 8/16/2022

Expedite Approval: Current Design:

The following dashboards within the Statistical Reports dashboard do not provide caseload, cash program or application processing metrics for the GA/GR Automated Solution program and/or the General Assistance (Managed) program:

- Statistical Summary Analysis-Active Caseload-All Active, Cases, Persons and Expenditures
- Statistical Summary Analysis-Active Caseload-Cash Programs - Cases Active by Office
- Statistical Summary Analysis-Active Caseload-Cash Programs - Persons Active by Office
- Statistical Summary Analysis-Application Processing Summary
- Statistical Summary Analysis-General Relief Application Processing by Office
- Statistical Summary Analysis-Performance Measures Dashboard

Request:

The following Statistical Summary Analysis dashboards need to be updated to include the GA/GR Automated Solution program code (GR) and/or the General Assistance (Managed) program code (GM):

- Statistical Summary Analysis-Active Caseload-All Active, Cases, Persons and Expenditures
- Statistical Summary Analysis-Active Caseload-Cash Programs - Cases Active by Office
- Statistical Summary Analysis-Active Caseload-Cash Programs - Persons Active by Office
- Statistical Summary Analysis-Application Processing Summary
- Statistical Summary Analysis-General Relief Application Processing by Office
- Statistical Summary Analysis-Performance Measures Dashboard

Recommendation:

1. Update the following dashboard to include the GA/GR Automated Solution program code (GR) and/or the General Assistance (Managed) program code (GM) data:

- Statistical Summary Analysis-Active Caseload-All Active, Cases, Persons and Expenditures
- Statistical Summary Analysis-Active Caseload-Cash Programs - Cases Active by Office
- Statistical Summary Analysis-Active Caseload-Cash Programs - Persons Active by Office
- Statistical Summary Analysis-Application Processing Summary
- Statistical Summary Analysis-General Relief Application Processing by Office
- Statistical Summary Analysis-Performance Measures Dashboard

Outreach

Description:

Alternative Procedure

N/A

Description:

Operational Impact:

Estimate:

618

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0

Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	447
Reports Test :	171	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-247275] Remove AGGR table requirements for Shasta County Contact Center

Team Responsible:	Contact Center	Assignee:	Michael T. Wright	SPG Status:	Select a value
Fix Version/s:	[22.09]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	22.10.06	Expedite Changes:	Start Build	Estimate:	280
Reporter:	Jared Kuester	Regulation Reference:		Created:	06/29/2022 12:07 PM
Status:	In Development	Impact Analysis:	[Batch Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	CalSAWS M&O
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen J. Rapponotti, 8/4/22

Current Design: The Contact Center using the AGGR table schema to facilitate IVR Authentication

Request: Update the backend IVR Lambdas so Shasta county does not need to use the AGGR table schema. This is a backend change only and does not impact functionality.

- Recommendation:**
- 1) Update IVR Lambdas for LA County and CalWIN County builds
 - a) BenefitInfo_MC
 - b) BenefitInfo_CF
 - c) BenefitInfo_CW
 - d) BenefitInfo_GR
 - e) BenefitInfo_WTW
 - f) BenefitInfo_Menu
 - g) LoginResults
 - h) GetSentFormsInfo
 - f) CheckDocStatusAvailable

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 280

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	280	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-247705] Opt Out Customers Opted into E-Notifications Without BenefitsCal Account

Team Responsible:	Client Correspondence	Assignee:	Rekha Jaguva Rajan	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	x	Expedite Changes:	Start Build	Estimate:	258
Reporter:	Lawrence Samy	Regulation Reference:		Created:	07/12/2022 09:44 AM
Status:	In Development	Impact Analysis:	[BenefitsCal, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Non Committee Approval for Technical change by Dymas Pena 08/03/2022

Expedite Approval: Approved by Karen J. Rapponotti on 07/18/2022

Current Design: At cutover, E-Notification statuses were brought over. Not all customers who previously had a C4Yourself (C4Y) or YourBenefitsNow (YBN) accounts created a BenefitsCal account. Now we have customers who are opted into E-Notification without a BenefitsCal account.

Request: Opt out active primary applicants who are currently opted into E-Notifications and does not have a BenefitsCal account. Send a NA 1275 notifying the customer that they have been switched back to paper. Add a special message under the other section regarding why they are getting opted out.

Create a Journal Entry for cases that are going to be opted out of E-Notification.

- Recommendation:**
1. Updates to NA 1275 form
 2. Mass mailer to send out NA 1275 to all primary applicants for active cases that are opted in to E-notification, with a verified email account, and no BenefitsCal account.
 - a. Estimated total count of impacted cases = approx. 92,000
 - b. See attached "Mass Mailer and Journal Entry - E-Notification Count by County.xlsx" to see total count broken down by each county.
 - c. Create Journal Entry for DCR.
 3. DCR to PERS table for cases Opted In to E-Notification with no BenefitsCal account
 - a. Flip EMAIL_NOTIF_IND from 'Y' to 'N'
 - b. Update EMAIL_VERIF_STAT_CODE (CT465) to OP (Opted Out) regardless of current status

Note: Mass Mailer must be sent prior to DCR. If DCR is run first, cases affected cannot be identified for mass mailer.

Outreach

Description:
Alternative Procedure N/A

Description:
Operational Impact:

Estimate: **258**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	185	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0

Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	73	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		

 **[CA-247965] Update GEN 201 to Populate BenefitsCal Portal**

Team Responsible:	Client Correspondence	Assignee:	Ivan Miranda	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:	22.09.08	Expedite Changes:	Start Build	Estimate:	53
Reporter:	Phong Xiong	Regulation Reference:		Created:	07/19/2022 03:40 PM
Status:	In Development	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/16/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval: Start Build Approval by Karen J. Rapponotti on 08/15/2022
Current Design: Currently, the GEN 201 populates with "www.dpssbenefits.lacounty.gov" as the online location for a customer to submit their income verification for LA County. For all other counties, the GEN 201 populates with "www.benefitscal.org."
Request: Update the GEN 201 to populate "www.benefitscal.com" for all counties.
Recommendation: 1. Update the GEN 201 population logic to display "www.benefitscal.com"

Outreach

Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: 53

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	35	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	13	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-248280] Tech ForgeRock Team Allocation for August and September

Team Responsible:	Tech Forge Rock	Assignee:	Nicole Ludena	SPG Status:	N/A
Fix Version/s:	[22.09]	Designer Contact:	Hamed Hajibeik	Change Type (SCR):	Enhancement
Minor Version:	22.09.30	Expedite Changes:	No	Estimate:	2334
Reporter:	Nicole Ludena	Regulation Reference:		Created:	07/27/2022 02:38 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Luz Esparza	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

The Tech ForgeRock team is on hold for extension post June pending the change order approval.

Request:

This SCR will define the 1,242 hours needed to cover the current team for the month of August and 1,092 hours needed to cover September, not including the two operations resources currently contracted. This SCR includes onboarding the additional operational resources and extending the current capacity of the enhancements. Scope will include, but is not be limited to: Troubleshooting non-critical errors in production, cleaning up duplicate profiles, enhancements to token management, elevating key management security, and automating ticket metrics. This SCR will be funded under the CalSAWS M&E budget unless additional funding becomes available. In the event that additional funding becomes available, a contract amendment or Change Notice will be executed to incorporate such funding and scope into the Agreement and the funding source for this SCR will be updated from CalSAWS M&E to other funding.

Team:

August

Nicole Ludena (184 hrs) - Project Management (160 hours)
Emily Tang (184 hrs) - Lead Dev - M&E
Hamed Hajibeik (46 hrs) - ForgeRock Delivery Lead - M&E
Sierra Rush (184 hrs) - Ops Analyst - M&O
Uchenna Obicheta (92 hrs) - Sr. Dev - M&E
New Resource #1 (184 hrs) - Ops Analyst - M&O
New Resource #2 (184 hrs) - Ops Analyst - M&O
New Resource #3 (184 hrs) - Ops Analyst - M&O

September

Nicole Ludena (168 hrs) - Project Management (160 hours)
Emily Tang (168 hrs) - Lead Dev - M&E
Hamed Hajibeik (84 hrs) - ForgeRock Delivery Lead - M&E
Sierra Rush (168 hrs) - Ops Analyst - M&O
New Resource #1 (168 hrs) - Ops Analyst - M&O
New Resource #2 (168 hrs) - Ops Analyst - M&O
New Resource #3 (168 hrs) - Ops Analyst - M&O

Recommendation:

Approval of additional hours needed for coverage for the team for the month of August

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:	2334				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	2334
Tech Ops :	0	Training :	0	Translation :	0



[CA-248489] Design: ART Coverage Analysis - Defect Trend, All Usage Tiers

Team Responsible:	System Test	Assignee:	William Baretsky	SPG Status:	N/A
Fix Version/s:	[22.09]	Designer Contact:	William Baretsky	Change Type (SCR):	Operational Enhancement
Minor Version:	22.11.16	Expedite Changes:	Start Build	Estimate:	300
Reporter:	William Baretsky	Regulation Reference:		Created:	08/02/2022 09:57 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Michele Peterson	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Michele Peterson on 8/11/2022

Expedite Approval: Michele Peterson 8/11/2022

Current Design: A repository of automated regression scripts has been created and organized into test suites, with the purpose of validating major and minor version releases before they are deployed to production.

Request: New regression test scripts are primarily created through System Change Requests (SCRs) and are scoped based on the functional design recommendations. This has introduced gaps in transactional coverage due to the timing of implementation or technical limitations of the test framework. For example, for Priority Releases the time from final design to production release often does not allow for automated regression test scripting.

New scripts are also created in response to production defects as they are resolved and released to production. This is a recently implemented forward-looking process though, without a retrospective component.

- Recommendation:**
1. Review and analyze the current automated regression test (ART) coverage to identify areas for improvement. This includes the following areas, in order of descending priority:
 - a. System functionality where production fall out has been experienced. Trends of areas where historically the application has seen defect fallout from production releases.
 - b. Transactions with low usage volume but high potential production impact.
 - c. System functionality with complexities not captured in the transactional coverage metrics.
 - Example: "Run EDBC" is a single transaction, but coverage of this transaction does not imply coverage of all EDBC programs.
 - d. System functionality that is not recorded at the transactional level.
 - Example: Asynchronous Notice of Action (NOA) generation; lobby message processing.
 - e. Dynamic or context-based functionality.
 - Example: Eligibility programs that are only enabled for a subset of Counties; EDBC after "10-day" cut-off; application date adjustments for holidays, business hours.
 2. Draft functional test scenarios for the areas identified in recommendation 1, to be automated via a future implementation SCR.

Outreach Description:
Alternative Procedure Description:
Operational Impact: N/A - No production impact

Estimate: 300

Automated Test :	150	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	150	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-210234] CFL 18/19-79 Update Electronic Theft replacement and reporting Phase II

Team Responsible:	Fiscal	Assignee:	Eric Wu	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	181
Reporter:	Eric Wu	Regulation Reference:	CFL 18/19-79; ACL 18-148	Created:	08/27/2019 04:42 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CIV-104964
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 8/4/2022

Current Design: Cash Benefits that are lost due to Electronic Theft via scam can be replaced on Issuance Detail page by clicking the 'Replace' button.

Request: Update the system to only allow replacements due to Scam once every 36 months. Based on ACL 18-148, the Electronic Theft replacements due to Scam are only allowed once every 36 months.

Recommendation: 1. Update the Issuance Detail page to throw a validation preventing the user from saving a replacement issuance if the case has had a replacement issuance in the last 36 months due to Scam.

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 181

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	118	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	48	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-243012] CalFresh SSI COLA - 2023**

Team Responsible:	Batch/Interfaces	Assignee:	Edgars Reinholds	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Edgars Reinholds	Change Type (SCR):	New Policy
Minor Version:	22.11.28	Expedite Changes:	Start Build	Estimate:	428
Reporter:	Ritu Chinya	Regulation Reference:	ACL 23-XX	Created:	03/28/2022 11:34 AM
Status:	Approved	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/11/2022

Current Design:

The System generates and sends a file to MEDS containing CalFresh persons receiving SSI or SSI/SSP Income. After sending the file, MEDS provides a one-time response file that includes elements in the initial outbound file, as well as additional SSI and/or SSP PAID amounts. CalSAWS processes the inbound file and update OPA records with the new SSI or SSI/SSP amounts. CalSAWS generates an exceptions list containing records that could not be processed.

Request:

For CalFresh:
Generate and send a file to MEDS containing CalFresh persons receiving SSI or SSI/SSP Income. After sending the file, MEDS will provide a one-time response file that includes elements in the initial outbound file, as well as additional SSI and/or SSP Eligible and PAID amounts. CalSAWS will process the inbound file and update OPA records with the new SSI or SSI/SSP Eligible amounts. CalSAWS will compare the Eligible and Paid amounts and will not update the OPA record if the Eligible Amount is higher than the Paid amount. CalSAWS will generate an exceptions list containing records that could not be processed.

CalSAWS will update OPA record using the provided Eligible Amount.

Update file name and header to be "CalSAWS_Annual SSI COLA_DHCS Request"

Recommendation:

1. Update SSA COLA Outbound to:
 - a. Update the file header to be "CalSAWS_Annual SSI COLA_DHCS Request".
2. Update SSA COLA Inbound to:
 - a. Update OPA record with Eligible Amount instead of Paid Amount. But only if the Eligible Amount is less than or equal to the corresponding Paid Amount.
 - b. Remove Paid Amount threshold validation.

Outreach

Description:

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate: **428**

Automated Test :	0	Batch/Interfaces :	256	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0

Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	132	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-244150] Update CCSAS Outbound to send final update when discontinuance takes effect

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Edgars Reinholds	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	457
Reporter:	Edgars Reinholds	Regulation Reference:		Created:	04/19/2022 04:40 PM
Status:	In Development	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh, Foster Care/Kin GAP/AAP, Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/11/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/12/2022

Current Design:

The CalSAWS CCSAS outbound interface sends eligibility information when it takes effect and not when action took place, in other words the latest and greatest information on the batch date. The daily sweep (PB00F1610 - Child Support Update Balancer/ Sweep) that identifies cases to be processed for changes considers these conditions:

1. Currently active programs
2. Had program status change to from active to not active for any month

However, the sweep job does not consider a third condition when discontinued status takes effect based on effective date (last run active, current run not active). For example, a case with only CalWORKs program was discontinued on 3/15 effective 4/1, and no other program that is sent to CCSAS remains active. The update should have been sent on 4/1 because then they are discontinued and on 3/31, they were active. But no update was sent because the sweep job only picks cases with the two conditions above.

Also, the logic to retrieve previously sent Dependents for update processing (PB00F1611-PB00F1730), have a similar logic as #1 and the missing third above conditions. That means CalSAWS only sends updates if they are currently active or were active in the prior month. However, if the discontinuance takes effect before the prior month, then we would not send that update. So, then the query would need a similar third condition, as the #2 above, to detect change from active to not active status at program person level.

Request: CCSAS interface should send a final update when discontinuance takes effect so that Ineligible status can be sent as well as the date of discontinuance.

Recommendation:

1. Update PB00F1610 Child Support Balancer to process a case when all programs relevant to CCSAS (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) are no longer Active/Ineligible in the current run but were Active/Ineligible in the prior run.
2. Update PB00F1611-1730 Child Support Update Writer logic that retrieves dependents for update processing, to also check for program person status changes from Active/Ineligible to a status other than Active/Ineligible.
3. DCR to sweep in cases, for CCSAS processing, where at least one member did not have the final discontinuance update sent to CCSAS.
4. Outreach list of cases where the participant's last transferred "Eligibility Status" remains as Eligible for cases where all programs relevant to CCSAS (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) are discontinued.

Outreach

Description:

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate:

457

Automated Test :	0	Batch/Interfaces :	298	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	119	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-244692] Set Claim Code on ARC FC EDBC's

Team Responsible:	Eligibility	Assignee:	Henry Thamas	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Paul Galloway	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	228
Reporter:	Paul Galloway	Regulation Reference:		Created:	04/22/2022 02:44 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal, Foster Care/ Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Karen Rapponotti 7/25/2022

Expedite Approval: Received from Karen J. Rapponotti 8/17/2022

Current Design: When Foster Care EDBC runs, the "Claiming" field in the Reporting Configuration section is populated unless the Aid Code is an ARC Aid Code.

Request: Update FC EDBC to populate the "Claiming" field in the Reporting Configuration section based on the Aid Code when the Aid Code is an ARC Aid Code.

Recommendation:

1. Update FC EDBC so it will populate the "Claiming" field in the Reporting Configuration section of the FC EDBC (EDBC_PERS.CLAIM_CODE field) when the Aid Code is an ARC Aid Code. The claiming value comes from the "Fed/Non-Fed" column in the Aid Code table (CT184 COL 4).

ARC Aid codes are those with a 'Y' in the "ARC Aid Code" column of the Aid Code table (CT184 COL 26). Currently the ARC Aid Codes in CalSAWS are:

- > 2P - ARC only
- > 2R - ARC only for NMD
- > 2S - ARC - Fed CW
- > 2T - ARC - State CW
- > 2U - ARC - State CW for NMD

Technical Note: for non-ARC FC EDBC's, this process already occurs in: DetermineAidCode/_3_DetermineAidCode/_900DetermineFosterCareAidCode. For this recommendation, a similar rule can be added to the "ApprovedRelativeCaregiver" ruleset to run after the Aid Code is determined.

2. After the change from the first recommendation is in Production, apply a DCR to Production to populate the EDBC_PERS.CLAIM_CODE field in selected EDBC records as follows:
For any EDBC created with a RUN_DATE after 9/26/2021 where the status is "Accepted - Saved" and the type is "Regular" and the program is "FC" and the Aid Code on the EDBC record is an ARC Aid Code (see list, above) and the CLAIM_CODE on any EDBC_PERS record for the EDBC is null, set that EDBC_PERS.CLAIM_CODE to the value from the "Fed/Non-Fed" column in the Aid Code table (CT184 COL 4) that corresponds to the EDBC.AID_CODE.

As of 7/22/2022 there were approximately 46,500 records that would be updated. This number increases by about 4,500 per month with the current caseload.

(Note: This claiming issue does not affect LA, so the DCR does not need to process records created before C-IV counties migrated to CalSAWS)

Note: This is the entire design for this SCR, there is no separate design document.

Outreach

Description:

Alternative

Claiming must be updated manually.

Procedure

Description:

Operational Impact:

Estimate:

228

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	138	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	70	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		

[CA-245146] Additional Updates for Homeless Assistance

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Angela Zhao	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	224
Reporter:	Carlos Zepeda	Regulation Reference:	ACL 21-121	Created:	05/03/2022 04:44 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[MEDS]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Michele Peterson on 8/15/2022

Current Design:

For adult participants on active Homeless Temporary (HT) or Homeless Permanent (HP) programs, an HA20 transaction is reported to MEDS when EDBC is run and authorizes a non-zero amount for HT or HP.

If the temporary HA benefits are approved for exception "Expanded Temporary – Homeless Assistance for Victims of Domestic Abuse," then a payment type for "State Temporary" is sent to MEDS.

There is time tracking in place for HA benefits to record the number of days for which a participant receives assistance. This day count is not reported to MEDS.

Request:

Modify the HA20 event streaming job to send an updated payment type of "TA" (State Temporary) when temporary HA benefits are approved for exception "Expanded Temporary – Homeless Assistance for Victims of Domestic Abuse." In addition, for all HA20s, send a new data element to report the number of days for which the participant has received HA.

Recommendation:

For the HA20 transaction, update the payment type for temporary HA when the exception is "Expanded Temporary – Homeless Assistance for Victims of Domestic Abuse" from "T" to "TA." For all HA20s, include a new data element to report the number of days for which the participant has received HA.

Outreach

Description:

Alternative

Not Applicable

Procedure

Description:

Operational Impact:

Estimate: **224**

Automated Test :	0	Batch/Interfaces :	138	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	66	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-248037] Create a BPCR and network connection to setup E2Lite for Placer county

Team Responsible:	Batch Operations	Assignee:	Naveen Bhumandla	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	51
Reporter:	Howard Suksanti	Regulation Reference:		Created:	07/21/2022 10:09 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 8/10/2022

Expedite Approval:
Current Design: CA-243960 creates the E2Lite Interface jobs for CalWINS Counties. This SCR will establish the network connectivity with Placer county.

- Request:**
1. Create a BPCR to add FTP information on School Lunch Outbound FTP for Placer county.
 2. County partner integrated testing is required.
 3. Create a BSCR to turn on the jobs for Placer county.

- Recommendation:**
1. Create a BPCR to add FTP information on School Lunch Outbound FTP for Placer county.
 2. County partner integrated testing is required.
 3. Create a BSCR to turn on the jobs for Placer county.

Outreach Description:
Alternative Procedure Description: N/A.

Operational Impact:
Estimate: 51

Automated Test :	0	Batch/Interfaces :	46	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	5	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-248039] Create a BPCR and network connection to setup E2Lite for Tulare county

Team Responsible:	Batch Operations	Assignee:	Naveen Bhumandla	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:	22.12.30	Expedite Changes:	No	Estimate:	45
Reporter:	Howard Suksanti	Regulation Reference:		Created:	07/21/2022 10:10 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Carlos Zepeda on 8/10/2022				
Expedite Approval:					
Current Design:	CA-243960 creates the E2Lite Interface jobs for CalWINS Counties. This SCR will establish the network connectivity with Tulare county.				
Request:	<ol style="list-style-type: none"> 1. Create a BPCR to add FTP information on E2Lite for Tulare county. 2. County partner integrated testing is required. 				
Recommendation:	<ol style="list-style-type: none"> 1. Create a BPCR to add FTP information on E2Lite for Tulare county. 2. County partner integrated testing is required. 				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact Estimate:	45				
Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	5	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

[CA-248390] ODM Rule Changes for JAVA and Weblogic Upgrade

Team Responsible:	Tech Arch	Assignee:	Eugenio Garcia Velasco	SPG Status:	N/A
Fix Version/s:	[22.11]	Designer Contact:	Eugenio Garcia Velasco	Change Type (SCR):	Operational Enhancement
Minor Version:	23.01.xx	Expedite Changes:	Production Deployment	Estimate:	3968
Reporter:	Prakash Thota	Regulation Reference:		Created:	07/28/2022 08:14 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/16/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Karen J. Rapponotti on 8/16/22				
Expedite Approval:	Expedited PROD deployment approval by Karen J. Rapponotti on 8/16/22. PFA email for reference.				
Current Design:	CalSAWS application currently uses ODM 8.8.1 version				
Request:	Current version of ODM 8.8.1 isn't supported with the new Java and Weblogic upgrade.				
Recommendation:	Upgrade the ODM version to 8.11 and the corresponding rules which supports the latest Java and Weblogic upgrade.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	3968				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	3423	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	345	Tech Arch :	200	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-239481] Add CalWIN counties into Interface batch property - wave 2

Team Responsible:	Batch/Interfaces	Assignee:	Balakumar Murthy	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:	23.01.XX	Expedite Changes:	No	Estimate:	366
Reporter:	Howard Suksanti	Regulation Reference:		Created:	01/13/2022 01:24 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Carlos Zepeda	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:

Approved by Carlos Zepeda on 7/29/2022

Expedite Approval:

Current Design:

CalSAWS Interface batch jobs do not run for CalWIN Counties.

Request:

Update CalSAWS Interface batch jobs to run for CalWIN County wave 2 (Santa Clara, Tulare, Contra Costa).

Recommendation:

Add Santa Clara, Tulare, Contra Costa counties into the following Interfaces. BSCR will be created to turn on Santa Clara, Tulare, Contra Costa counties on the following Interfaces.

1. Asset verification - (Verify assets for Aged, Blind and Disabled (ABD) applicants/beneficiaries)
2. CalOAR (Performance Measures, Reporting, and Updates)
3. CCSAS (California Child Support Automated System)
4. CMIPS (Case Management, Information and Payroll System II)
5. IEVS - Applicant
6. IEVS - FF
7. IEVS - IFD 440
8. IEVS - IFDS Earnings Match
9. IEVS - NHR New Hire
10. IEVS - NPM
11. IEVS - PVS Payment Verification System
12. Outbound IEVS (Income Eligibility Verification System)
13. MEDS (Medi-Cal Eligibility Data System)
14. NPP (Non Payment of Premium)
15. QCIS (Quality Control Information System)
16. Systematic Alien Verification for Entitlement (Save)
17. WDTIP (Welfare Data Tracking Implementation Project - time limit)
18. Outbound Call - Reminder that a recipient has an upcoming appointment, in 3 business days. (POXXM300)
19. Outbound Call - Call recipients who have had a NA 960X SAR form generated for their program, indicating their SAR 7 has not been returned. (POXXM302)
20. Outbound Call - Call recipients who have had a M40-181C SAR form generated for their program, indicating their Balderas form has not been returned. (POXXM304)
21. Outbound Call (email) - Batch job sends an email to the primary applicants of active and pending cases to warn participants about EBT Scams (PO00C1131)

The following Interface will be for Contra Costa County only

1. CDMIS (Child Development Management Information System)

Create a BSCR for School Lunch Interface batch jobs for Tulare, Contra Costa counties.

Annual – 1st business day of JULY

Tulare

Monthly –1st Saturday of month

Contra Costa county

Create a BSCR for E2Lite Interface batch jobs for Tulare and Contra Costa Counties.

Assumption:

1. PO00C436 (Batch job sends an email to participants that have a correspondence to view on BenefitsCal) is already setup to run for all CalWIN Counties.
2. CRFI # 21-038 is the CRFI that gather information on CDMIS Interface.
3. Yolo, Sonoma and Solano are the only 3 CalWIN Counties that will have CMSP Interface.

Notes:

1. This SCR will create necessary folders in the Servers (lower environments and production environment)
2. WDTIPApproachingClocksReportReader, WDTIPExceedingClocksReportReader will be turned on for CalWIN Counties. The WDTIP Inbound jobs will be schedule on the same calendar as current C-IV batch jobs.
3. The SCR will include the monthly MEDS AP 18 at redetermination period.
4. CA-242765 DDID 1979: CalWIN County Interface Exchange Testing Support SCR Wave 2 will perform the file exchange testing on these Interfaces.

Outreach

Description:

Alternative

N/A.

Procedure

Description:

Operational Impact:

Estimate:

366

Automated Test :	0	Batch/Interfaces :	138	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	193	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-247689] Journal Print Accessibility Updates

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Andrea Rodriguez	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	28
Reporter:	Matthew Lower	Regulation Reference:		Created:	07/11/2022 03:15 PM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Non-Committee Approval for update by Dymas Pena 08/18/2022

Expedite Approval:
Current Design: The CalSAWS application's base code was created prior to certain accessibility requirements for visually impaired users.

Request: Update areas in the CalSAWS application that do not meet the Accessibility Guidelines as discovered during the Accessibility Audit.

Recommendation: The Journal Print page has buttons with a text of "<<" or ">>" to expand or collapse the Journal Print page. Update the Journal Print page buttons to be labeled with "Expand" and "Collapse" text.

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: 28

Automated Test :	5	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	17
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	6	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-58031] Update PB00C980 job to truncate data from CS_TEMP_UPDATE table along with existing CCSAS and MEDs tables

Team Responsible:	Batch/Interfaces	Assignee:	Karthikeyan Krishnamoorthy	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Hemanth Tadavarthy	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	73
Reporter:	Ted Anderson [X]	Regulation Reference:		Created:	01/19/2018 11:42 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Carlos Zepeda on 8/10/2022				
Expedite Approval:					
Current Design:	CalSAWS currently has a batch job (PB00C980) that truncates data from MEDS_OUT_TRANSACT, MEDS_OUT_TRANSACT_DETL, CS_OUT_TRANSACT_DETL and CS_OUT_TRANSACT tables. These database tables are a backend transaction table that are used for preparing data before generating an Interface outbound file.				
	There is no batch job used to truncate the CS_TEMP_UPDATE table.				
Request:	Update the batch job PB00C980 to truncate data from CS_TEMP_UPDATE table along with existing CCSAS and MEDs tables (MEDS_OUT_TRANSACT, MEDS_OUT_TRANSACT_DETL, CS_OUT_TRANSACT_DETL and CS_OUT_TRANSACT).				
Recommendation:	Update the batch job PB00C980 to truncate data from CS_TEMP_UPDATE table along with existing CCSAS and MEDs tables (MEDS_OUT_TRANSACT, MEDS_OUT_TRANSACT_DETL, CS_OUT_TRANSACT_DETL and CS_OUT_TRANSACT).				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	73				
Automated Test :	0	Batch/Interfaces :	44	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	24	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

End SCRs



[CA-216900] Add CF RE, CW RE, and CW/CF RE packets in threshold languages.

Team Responsible:	Client Correspondence	Assignee:	Dinesh Mariyappan	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Daniel J Rosales	Change Type (SCR):	Policy Re-Design
Minor Version:	22.07.x3	Expedite Changes:	Start Build	Estimate:	3820
Reporter:	Rainier Dela Cruz [X]	Regulation Reference:	Correspondence	Created:	06/03/2020 03:43 PM
Status:	In Assembly Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Correspondence Phase I/II
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Caroline Bui 3/2/2022				
Expedite Approval:	3/28/2022, Expedited Build Start approval by Karen Rapponotti				
Current Design:	CF RE, CW RE, and CW/CF RE packets are only available in English and Spanish.				
Request:	Add the CF RE, CW RE, and CW/CF RE packets in threshold languages. The following forms will be implemented in English as the new revisions are not yet available in threshold languages: CW 2166, WTW 5, CW 2184, CW 52, PUB 183.				
Recommendation:	Add the CF RE, CW RE, and CW/CF RE packets in threshold languages. The following forms will be implemented in English as the new revisions are not yet available in threshold languages: CW 2166, WTW 5, CW 2184, CW 52, PUB 183.				
Outreach Description:					
Alternative Procedure Description:	NA				
Operational Impact:					
Estimate:	3820				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	2520	DBA :	0	Design :	140
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	1076	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	84.0



[CA-242671] Update the Database Connection for the Child Care Portal

- Resolved: 06/09/2022 05:42 PM

Team Responsible:	Online	Assignee:	Aaron Fowler	SPG Status:	Approved
Fix Version/s:	[22.06]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:	22.08.XX	Expedite Changes:	Start Build	Estimate:	131
Reporter:	Matthew Lower	Regulation Reference:		Created:	03/17/2022 03:51 PM
Status:	System Test	Impact Analysis:	[Security, Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Child Care]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved Claudia Pinto 05/11/2022

Expedite Approval: Karen J. Rapponotti 5/18/2022

Current Design: The Child Care Portal Lambda uses a YAML file for the database connection.

Request: Use an AWS Secrets Manager instead of the existing YAML file for the Database Connection.

Recommendation: Use an AWS Secrets Manager instead of the existing YAML file for the Database Connection.

Note: There is no design document for this SCR.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 131

Automated Test :	32	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	80
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	19	Training :	0	Translation :	0



[CA-237741] Migrate Child Care API from APIGEE to AWS API Gateway

- Resolved: 08/11/2022 02:40 PM

Team Responsible:	Tech Arch	Assignee:	Biniyam Meresa	SPG Status:	N/A
Fix Version/s:	[22.07]	Designer Contact:	Adnan Bukhari	Change Type (SCR):	Operational Enhancement
Minor Version:	22.08.11	Expedite Changes:	No	Estimate:	58
Reporter:	Biniyam Meresa	Regulation Reference:		Created:	12/06/2021 04:23 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Brian Rodgers	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Approved by Laura Chavez on 12/13/2021				
Expedite Approval:					
Current Design:	Calsaws API's are implemented using Apigee as API Gateway.				
Request:	ALL the API Gateway should be replaced with AWS API Gateway.				
Recommendation:	<p>The recommendations are as follows –</p> <ol style="list-style-type: none"> 1. Create Child Care RESTful APIs on AWS HTTP API Gateway. 2. Remove JWT Authorization from Child Care spring Boot service. 3. Update the Client's to use AWS API Gateway URL. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	58				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	10
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	48	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

[CA-245786] Report Updates to Expand the GA/GR Program Codes

Team Responsible:	Reports	Assignee:	Vipra Chowdhury	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Susanna Martinez	Change Type (SCR):	Enhancement
Minor Version:	22.09.08	Expedite Changes:	Start Build	Estimate:	200
Reporter:	Carlos Zepeda	Regulation Reference:		Created:	05/20/2022 05:04 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[State/Fiscal Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Carlos Zepeda 7/8/2022				
Expedite Approval:	Expedited Build Start approval provided by Karen J. Rapponotti on 7/22/2022				
Current Design:	The Customer Reporting Progress Report and the Customer Reporting Progress Detail Report is providing information on the number of QR 7 (GA/GR) packets by status for a specified benefit month and organization for the General Assistance/General Relief program (GA program code used by LA County).				
Request:	Update the customer reporting reports to expand the programs included by adding the GA/GR Automated Solution program code (GR) for the following reports: a) Customer Reporting Report b) Customer Reporting Detail Report				
Recommendation:	<ol style="list-style-type: none"> 1. Update the Customer Reporting Progress Report to include the GA/GR Automated Solution program. 2. Update the Customer Reporting Progress Detail Report to include the GA/GR Automated Solution program. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	200				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	147
Reports Test :	53	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-206080] ACL 18-141 CF REVISED SUPPLEMENTAL FORM FOR EXCESS MEDICAL DEDUCTIONS (CF 31)

Team Responsible:	Client Correspondence	Assignee:	Pushendra Gutha	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Phong Xiong	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	250
Reporter:	Benjamin Fimbres	Regulation Reference:	ACL 18-141, ACL 19-89, ACIN I-45-11	Created:	12/18/2018 08:12 AM
Status:	System Test	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	09/23/2021	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

CF 31 is available in the system

Request:

Make correct CF 31 available in the system with SSI cashout updates.

Recommendation:

Update the CF 31 to match the new version provided by CDSS

CDSS published an update version of this form 6/2019. A copy is attached to this SCR.

Outreach

Description:

Alternative

Procedure

Description:

Generate the CF 31 on the state website when needed.

Operational Impact:

Estimate:

250

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	134	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	77	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	19.0



[CA-216033] Update SOC 452 (06/19)

Team Responsible:	Client Correspondence	Assignee:	Laxmi Pagadala	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Maria Jensen	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	50
Reporter:	Maria Arceo	Regulation Reference:		Created:	04/29/2020 05:20 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	09/23/2021	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Form SOC 452 – Cash Assistance Program for Immigrants (CAPI) Income Eligibility – Adult is available for all Counties via the Template Repository in CalSAWS.

Request:

Update form SOC 452 - Cash Assistance Program for Immigrants (CAPI) Income Eligibility – Adult to the latest State version (06/19).

Recommendation:

Update form SOC 452 - Cash Assistance Program for Immigrants (CAPI) Income Eligibility – Adult to the latest State version (06/19).

Outreach

Description:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate: 50

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	34	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	16	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

[CA-219921] Update to SAR 2 to Generate using EDBC Logic

Team Responsible:	Client Correspondence	Assignee:	Indira Ramasamy	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Connor Gorry	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	421
Reporter:	Priya Sridharan	Regulation Reference:		Created:	09/17/2020 02:11 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/31/2021	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen J.Rapponotti approved on 9/10/2021

Current Design: In CalSAWS, system generates SAR 2 form when the IRT Indicator (switch) changes for CF program. SAR2 form data population logic is looking at the system date to populate the IRT value instead of high dated EDBC month.

Request: System should generate SAR 2 when the IRT amount changes and SAR 2 data population logic needs to be modified to look for high dated EDBC and need to discuss the requirements with BA's on when to generate SAR 2 form on a multi month scenario.

Recommendation:

- 1) Update the SAR 2 to the Latest State Version, add population for 'Effective Month'
- 2) Update the SAR 2 to Generate using EDBC logic

Outreach

Description: Continue Generating SAR 2 using existing batch processes and kick-off DCRs; Generate SAR 2 Manually.

Alternative Procedure

Description:

Operational Impact:

Estimate: 421

Automated Test :	1	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	300	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	120	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-223587] Enhance functionality for forms generated during Run EDBC

Team Responsible:	Client Correspondence	Assignee:	Meghana Chander	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Connor Gorry	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	319
Reporter:	Amy Gill	Regulation Reference:	Correspondence	Created:	01/06/2021 05:00 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	10/13/2021	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J.Rapponotti on 10/20/2021

Current Design: Certain forms are generated during Run EDBC:
AAP 2
AR 2
AR 2 SAR
CW 2211
CW 2212
CW 2215
FC 3
FC 3A
SAR 2

For EDBC Runs set to Pending Authorization, these forms can be issued prior to 1st/2nd level Authorization, or if the EDBC is Rejected.

Request: Update EDBC generated form functionality to only generate forms after EDBC's are fully authorized.

Update the Form Number of FC 3A. Currently the form number on the bottom displays FC 3 even though it is FC 3A.

Recommendation:
1. Add Functionality for Forms generated via EDBC
2. Update FC 3A Form Footer

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 319

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	245	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0

System Test Support :	74	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-234149] Online Help: Update Forms Overview for CA-49396**

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[22.09]	Designer Contact:	Melita Dennis [X]	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	28
Reporter:	Melita Dennis [X]	Regulation Reference:	ACL 15-96	Created:	09/29/2021 04:39 PM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:	Elizabeth Palm - Trainer	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	10/27/2021				

Non-Committee Review: Approved by Elizabeth Palm on 10/27/2021
Expedite Approval: Approved by Karen Rapponotti on 10/27/2021
Current Design: CA-49396 updates Forms Overview with ACL 15-96 Add and Update ARC NOAs & Forms
Request: Update the Forms Overview in Online Help
Recommendation: Add the following in Forms Overview:
 1. NA 1281 - ARC Change NOA

Outreach Description:
Alternative Procedure Description: None
Operational Impact Estimate: **28**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	28	Translation :	0



[CA-235440] Update Population Logic for Forms for Migration Counties - Phase 3

Team Responsible:	Client Correspondence	Assignee:	Harish Katragadda [X]	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Connor Gorry	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	199
Reporter:	Lawrence Samy	Regulation Reference:		Created:	10/20/2021 05:17 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:	Maria Arceo	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	05/23/2022				

Non-Committee Review: Approval from Maria Arceo on 5/23/22.

Expedite Approval: Michele Peterson, 11/3/21

Current Design: The Following Forms populate the District Office address and associated information, rather than the Collection Office Address:
CF 377.7C-CalFresh Repayment Agreement for Inadvertent HH Error
CF 377.7E1-CalFresh Repayment Agreement for Administrative Error
CSF 102-Receipt Form
CSF 131, CSF 132, CSF 133, and CSF 134
CW 2217-CalWORKs Request for Voluntary Repayment.

The GEN 102 Appointment Letter populates a mailing address, as opposed to a physical address, for face-to-face appointments.

Request: 1. Update the population logic to populate and make editable the Collection Mailing Address for the following Forms:
CW 2217
CF 377.7C
CF 377.7E1
CSF 102
CSF 131
CSF 132
CSF 133
CSF 134

2. Update the population for the GEN 102 Appointment Letter to populate the correct address for in-person interviews.

Recommendation:

1. Update address population for CW 2217
2. Update address population for CF 377.7C
3. Update address population for CF 377.7E1
4. Update address population for CSF 102
5. Update address population for CSF 131
6. Update address population for CSF 132
7. Update address population for CSF 133
8. Update address population for CSF 134
9. Update population logic for GEN 102 In-Person Interviews

Outreach Description:
Alternative Procedure Description: Worker will manually enter the Collection Worker's information.

Operational Impact:**Estimate: 199**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	151	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	48	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-240291] Update CalSAWS application to latest jQuery library version

Team Responsible:	Tech Arch	Assignee:	Alan Young	SPG Status:	N/A
Fix Version/s:	[22.09]	Designer Contact:	Sumeet Patil	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	220
Reporter:	Sumeet Patil	Regulation Reference:		Created:	01/31/2022 03:50 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Brian Rodgers	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	06/22/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura C. on 6/22

Expedite Approval: Approved by Laura C. on 6/22/22

Current Design: CalSAWS online application currently utilizes jQuery library version 1.9.1

Request: Upgrade jQuery version to latest version

Recommendation:

1. The jQuery library version 1.9.1 used in CalSAWS application will be replaced with the latest jQuery library version 3.6.0.
2. The core CalSAWS application will be updated to build and deploy the static content with new jquery library.
3. The impact to the application due to jQuery API changes will be evaluated and addressed accordingly.

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: **220**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	40	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	40
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	80	Tech ForgeRock :	0
Tech Ops :	60	Training :	0	Translation :	0

[CA-243640] Automated Action for incoming CalHEERS referrals

Team Responsible:	Online	Assignee:	William Truong	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Mayuri Srinivas [X]	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	253
Reporter:	Sarah Cox	Regulation Reference:		Created:	04/07/2022 05:46 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sarah Cox	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Task Management]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 6/28/2022

Current Design:

The CalSAWS System includes functionality to create Tasks in an automated fashion via the Automated Action framework. SCR CA-214928 for DDID 34 includes recommendations to introduce Automated Action functionality as part of the Unified Task Management solution. This framework allows a level of configuration for automated Tasks that can be maintained by the Counties.

CalHEERS Referrals are received by CalSAWS from Covered California. A Task is not created when a CalHEERS Referral is received.

Request:

Create a "Create Task" Automated Action when a CalHEERS Referral of type "DER" is received from Covered California.

Recommendation:

1. Implement an Automated Action to be invoked when a CalHEERS Referral of type "DER" is received from Covered California.
2. Create a Task Type "Clearance CalHEERS" to support the new Automated Action.

Outreach

Description:

Alternative

N/A.

Procedure

Description:

Operational Impact:

Estimate: 253

Automated Test :	0	Batch/Interfaces :	120	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	60
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	73	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-208510] Add Child Placement Type - Resource Family Home to the Batch Job Requirement

Team Responsible:	Batch/Interfaces	Assignee:	Shuvam Mahapatra	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	57
Reporter:	Sarah Cox	Regulation Reference:		Created:	05/17/2019 04:30 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sarah Cox	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

The Batch process that triggers Batch EDBC when a person is in both (Foster Care/Kin-GAP) and (CalWORKs/CalFresh) programs does not include a scenario that the person has a child placement type of Resource Family Home, Foster Family Agency Certified Resource Family Home (FFACRFH) (Nontreatment), Short Term Residential Therapeutic Program, or Foster Family Agency Certified Resource Family Home (FFACRFH) (Treatment). The following is the list of batch jobs that were implemented as part of SCR 47297 DCFS DPSS Non Medi-Cal overlap.

- PB19E466 Removal of FC/KG Child from CW/CF
- PB19E467 Removal of FC/KG Child from CW after 10-day
- PB19E468 FC/KG Child Receiving CW/CF with Needy/Non-Needy Caretaker

Request:

Update PB19E466, PB19E467, PB19E468 batch to select case when a child is in the following placement types in addition to the existing placement types.

1. Resource Family Home.
2. Foster Family Agency Certified Resource Family Home (FFACRFH) (Nontreatment).
3. Short Term Residential Therapeutic Program.
4. Foster Family Agency Certified Resource Family Home (FFACRFH) (Treatment).

Recommendation:

Update PB19E466, PB19E467, PB19E468 batch to select case when a child is in the following placement types in addition to the existing placement types.

1. Resource Family Home.
2. Foster Family Agency Certified Resource Family Home (FFACRFH) (Nontreatment).
3. Short Term Residential Therapeutic Program.
4. Foster Family Agency Certified Resource Family Home (FFACRFH) (Treatment).

Please find more details in the Design Document.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **57**

Automated Test :	0	Batch/Interfaces :	28	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0

Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	24	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-209184] Processing Eligibility Determinations for the 250% Working Disabled Program

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Renee Gustafson	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	1387
Reporter:	Elisa Miller	Regulation Reference:	ACWDL 19-12, MEPM 5-R	Created:	06/27/2019 10:42 AM
Status:	Approved	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Nina Butler	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/01/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

CalSAWS Medi-Cal EDBC rules screen for potential Working Disabled eligibility. The Medi-Cal EDBC rules determine an individual eligible for the Working Disabled when all the following is met:

- A. The individual is a California Resident.
- B. The individual is SSA Disabled, SP-DDSD Disabled, Declared or Presumptive, regardless of verification status.
- C. The individual is enrolled in a work activity.
- D. The individual meets the income and property eligibility requirements of the SSI/SSP program.
- E. The Total Net Nonexempt Income is below 250% of the Federal Poverty Level (FPL).
- F. The individual continues to make premium payments.
- G. The individual is a US Citizen or has Satisfactory Immigration Status.

Medi-Cal EDBC rules perform the SSI/SSP Income calculation for the Working Disabled eligibility determination, but the calculation does not display in the 'Working Disabled' income budget. This makes it difficult for a user to understand when a 'Working Disabled' budget fails for Over SSI/SSP Income limits, especially when the Total Net Nonexempt Income is less than 250% FPL. Also, the Maintenance Need and Unit Size do not display for the 250% FPL Income calculation.

The reason(s) why an individual is no longer eligible to the Working Disabled program are not displayed in the EDBC results.

CalSAWS does not have a liquid property type for 'Retained Earned Income' to be used by the Working Disabled individual for income saved in separately identifiable account that will be exempted from the Working Disabled property budget.

There is no automated process to re-evaluate the beneficiaries at the end of the 26 weeks of unemployment.

Request:

Per ACWDL 11-38 and ACWDL 19-12, effective August 1, 2011, the Working Disabled beneficiary may remain in the program for up to 26 weeks of temporary unemployment for each annual eligibility period if the individual continues paying their monthly premiums. Unemployment generally means that the individual is incapacitated to work during a period of up to 26 weeks such as: illness, hospitalization, and the like. The individual does not necessarily have to be receiving any type of unemployment benefit.

Per the MEPM 5R, all disability income of the Working Disabled is exempt; per CRPC 2101, this includes Veterans Disability – Partial.

Per ACWDL 19-12, DHCS clarified, "In order to meet the federal definition of disability, an individual must be determined disabled by Social Security Administration (SSA) or undergo a disability determination from the Disability Determination Service Division (DDSD)...If an applicant or beneficiary alleges a disability but has not yet had a disability determination, refer the case to DDSD for a disability determination. During the period of time the

individual is going through the DDSD disability determination, they will not be eligible for the 250% WDP until they are determined disabled.

The Working Disabled beneficiary has the option to retain their earned income in a separately identifiable account and it will be exempted from the Working Disabled property budget.

The Working Disabled individual's Social Security Disability income that has converted to Social Security Retirement income is exempt in the Working Disabled income budget.

1. Update CalSAWS to allow a Working Disabled beneficiary to remain on the program for up to 26 weeks of unemployment. After this period, the beneficiary will no longer be eligible to Working Disabled and will be screened for other Medi-Cal programs.
2. Update CalSAWS to not count 'Veterans Disability – Partial' for a Working Disabled individual in the Working Disabled income determination.
3. Update CalSAWS to consider an individual with Income as an IHSS Caregiver as meeting work activity requirements for a Working Disabled eligibility determination and no longer consider income for Interest, Dividends or Tax Refunds/Credits as meeting work activity requirements.
4. Update CalSAWS to only consider Verified 'SSA Disabled' and 'SP-DDSD Disabled' as disabilities that qualify an individual to be tested for Working Disabled program.
5. Add a new Property type named, 'Retained Earned Income' that will not be counted in the Working Disabled property determination.
6. Update CalSAWS to exempt 'Social Security Retirement' income for the Working Disabled individual if 'Social Security Disability' income converted to Social Security Retirement.
7. Update CalSAWS to save and display specific discontinuance reasons when an individual is discontinued from Working Disabled because they no longer meet Working Disabled eligibility requirements, even when they remain Active and move to another aid code. This will assist the user to manually create the Working Disabled Discontinuance NOA.
8. Update CalSAWS to display the SSI/SSP Income test information and the 250% FPL Maintenance Need and Unit Size for a Working Disabled eligibility determination.
9. Add a batch to re-evaluate individuals in Working Disabled who have exhausted their 26th week of unemployment.

Recommendation:

1. Add a new Customer Options Type named, 'Working Disabled - Unemployment' to track the 26 weeks of allowable unemployment for the Working Disabled beneficiary.
2. Add a new Type of Liquid Property named, 'Retained Earned Income' to be used by Working Disabled. Medi-Cal EDBC rules will include the new Liquid Property 'Retained Earned Income' in the Working Disabled budget as an exempt property. eICT logic will send 'Retained Earned Income' as "Other Liquid Property" in the outbound interface. The new property type will not be included in any other program property budget.
3. Add a new 'Working Disabled Discontinuance Reasons' section to the Individual Detail page to display the reasons an individual is discontinued from Working Disabled, even when they are eligible to another MC program.
4. Update Medi-Cal EDBC rules to:
 - a. only consider Verified 'SSA Disabled' and 'SP-DDSD Disabled' as disabilities to qualify an individual to be tested for Working Disabled program; no longer consider 'Declared' or 'Presumptive'
 - b. consider an individual enrolled in a work activity in the Working Disabled eligibility determination if they have income as an IHSS Caregiver and no longer consider Interest income, dividends or tax refunds.
 - c. allow 26 weeks of unemployment in the Working Disabled eligibility determination
 - d. include the new Liquid Property 'Retained Earned Income' in the Working Disabled budget as an exempt property; exclude it from all other Property budgets
 - e. exempt 'Social Security Retirement' income for the Working Disabled individual if 'Social Security Disability' income converted to Retirement
 - f. exempt 'Veterans Disability – partial' from the Working Disabled budget
 - g. track specific Discontinuance reasons when an individual is no longer eligible to Working Disabled, even if they move to another aid code
5. Update the Medi-Cal EDBC – Working Disabled page to display the SSI/SSP Income Test and additional information for the 250% FPL Income Test.
6. Update the EDBC Person Line Item Detail page for the SSI/SSP Income Test.
7. Create a batch sweep job that identifies Medi-Cal individuals in the Working Disabled who have been unemployed for 26 weeks.
 - a. Add a Batch EDBC Sub Run Reason (CT 942) for an automatic journal.

See design document for full details.

Outreach

Description:

Alternative

Worker completes manual budgets and overrides, as needed.

Procedure

Description:

Operational Impact:

Estimate:

1387

Automated Test :	336	Batch/Interfaces :	83	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	578	CalHEERS Test :	265
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	0	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



[CA-218506] 2018/2020/2022 Tuberculosis Income Standard Amount Update

Team Responsible:	CalHEERS	Assignee:	Prem Raghupathy	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	20
Reporter:	Nina Butler	Regulation Reference:	MEDIL I 20-22; MEDIL I 18-04; MEDIL I 22-29	Created:	08/06/2020 02:29 PM
Status:	Development Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Nina Butler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Streamline approval/E. Miller 4/7/2022

Expedite Approval:

Current Design: The Tuberculosis Income Standard Amount is used to determine an individual's maintenance need for the Medi-Cal Tuberculosis program.

CalSAWS Medi-Cal EDBC uses the 2012 Tuberculosis Income Standard amount of \$1481.00 in the Medi-Cal budget when evaluating for the Tuberculosis Program.

Request: DHCS published Medical Eligibility Division Letter (MEDIL) 18-04 on March 13, 2018, updating the 2018 Income Standard for use in the Medi-Cal Tuberculosis Program to \$1,585.00. DHCS then published MEDIL 20-22 on July 22, 2020, updating the 2020 Income Standard for use in the Medi-Cal Tuberculosis program to \$1,651.00.

Update CalSAWS Tuberculosis Income Standard amounts for 2018 and 2020

Recommendation:

1. Update TB SSI Income Standard (CT_335_83) to \$1585.00 effective January 1, 2018 through December 31, 2019.
2. Update TB SSI Income Standard (CT_335_83) to \$1651.00 effective January 1, 2020.

Note: This will be a Codes Table Update only

Outreach Description: Override EDBC results.

Alternative Procedure Description:

Operational Impact:

Estimate: **20**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	14	CalHEERS Test :	6
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-232486] Create an Automated Process to Send CDSS the Stage One Child Care Home Provider

Team Responsible:	Batch/Interfaces	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Sowmya Coppisetty	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	356
Reporter:	Michele Peterson	Regulation Reference:	SIFRA 3670	Created:	08/19/2021 04:18 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Tyler Vaisau	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Vaisau, T 01/26/2022				
Expedite Approval:					
Current Design:	Currently in CalSAWS, a .xls file containing personally identifiable information of licensed childcare home providers and license-exempt childcare providers who received a state childcare subsidy is generated and uploaded manually to California Department of Social Services (CDSS) monthly.				
Request:	Create an automated process to generate and send a monthly .xls file with a list of licensed childcare home providers and license-exempt childcare providers to CDSS.				
Recommendation:	Create a new outbound Stage One childcare home provider writer interface job to generate and send a monthly.xls file with a list of childcare home providers and license exempt childcare providers who have been received a subsidy in CalSAWS over the past month to CDSS.				
Outreach Description:					
Alternative Procedure Description:	Not Applicable				
Operational Impact:					
Estimate:	356				
Automated Test :	0	Batch/Interfaces :	230	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	102	Tech Arch :	24	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



[CA-231814] Add Detailed Workflow Indicator to Documents in RC

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Christopher Vasquez	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	100
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	08/04/2021 08:43 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:		Funding Source:	CalSAWS M&O
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	05/06/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: Currently, when a document is routed to a workflow queue, a generic stamp that says "This document is currently in Records Correction" or "This document is in RC hold" is added.

Request: Update the RC/Records Correction stamps on documents in Records Correction to clearly indicate which queue the document is in.

- Recommendation:**
- Add the new "Processing Queue" custom property to indicate the current workflow queue of original document.
 - Update the "In Workflow" column to display the Processing Queue custom property.
 - Update the records correction stamp to indicate the current workflow queue of original document. Make the new stamp a link to the document if it is in a county-maintained workflow queue.

Outreach

Description:
Alternative Procedure Description: Counties can determine the queue by reviewing the Invalid Reason in the Imaging Solution.

Operational Impact:
Estimate: **100**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	100	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

End Content Revisions