

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-243555

Activate Converted Case Review Dashboard  
for Migrating Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sophia Fernandez
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/09/2022	1.1	Initial Document	Sophia Fernandez

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# 1 OVERVIEW

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The Converted Case Review Dashboard was created to review the converted cases in CalSAWS from counties that migrated from the C-IV and CalWIN systems. This dashboard tracks the converted cases where EDBC still needs to be run in CalSAWS for these cases. A new EDBC run in CalSAWS is crucial for the continuation of the cases in CalSAWS over time. The dashboard captures a daily snapshot of the outstanding converted caseload that still has not had an EDBC run in CalSAWS and tracks the counts over time by various dimensions (distinct case counts, program code, etc.).

This SCR is to activate this existing dashboard in CalSAWS for the converted counties from C-IV and CalWIN systems to assist in their transition into CalSAWS.

## 1.1 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.

## 1.2 Requests

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.

## 1.3 Overview of Recommendations

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

## 1.4 Assumptions

1. The dashboard is to be available for 57 counties (excludes Los Angeles County).
2. Any changes to the dashboard design will be an additional work item. This SCR is only to activate the existing dashboard for county access.

## 2 RECOMMENDATIONS

### 2.1 Converted Case Review Dashboard

#### 2.1.1 Overview

The Converted Case Review Dashboard tracks the converted cases where EDBC has not been run in CalSAWS for migrated counties to review. The dashboard captures a daily snapshot of the outstanding converted caseload through the Daily Snapshot sheet and tracks the counts over time by various dimensions (distinct case counts, program code, etc.) through the Aggregate Trending sheet.

The following is the Daily Snapshot sheet:

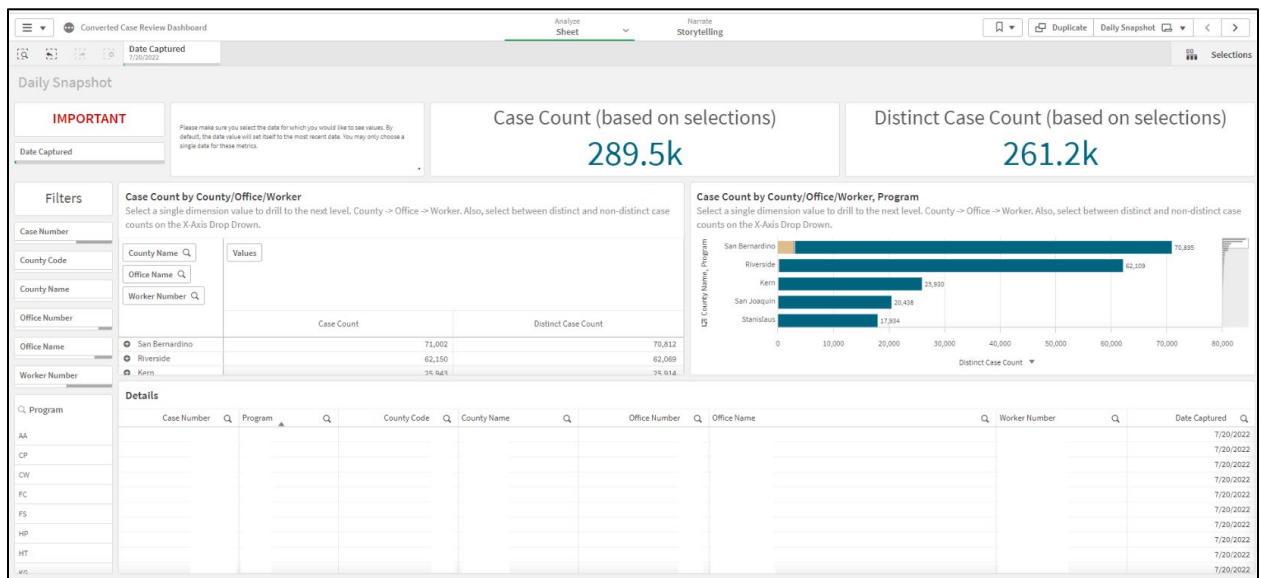


Figure 2.1.1.1 Daily Snapshot sheet

- **Converted Case Review – Daily Snapshot Sheet**
  - This sheet displays the number of outstanding converted cases on a specific date (Date Captured) chosen by the user
  - Within this sheet, there is a case count and distinct case count metric
  - Within this sheet, there are 3 widgets:
    - Case Count by County/Office/Worker
    - Case Count by County/Office/Worker, Program
    - Details

The following is the Aggregate Trending sheet:

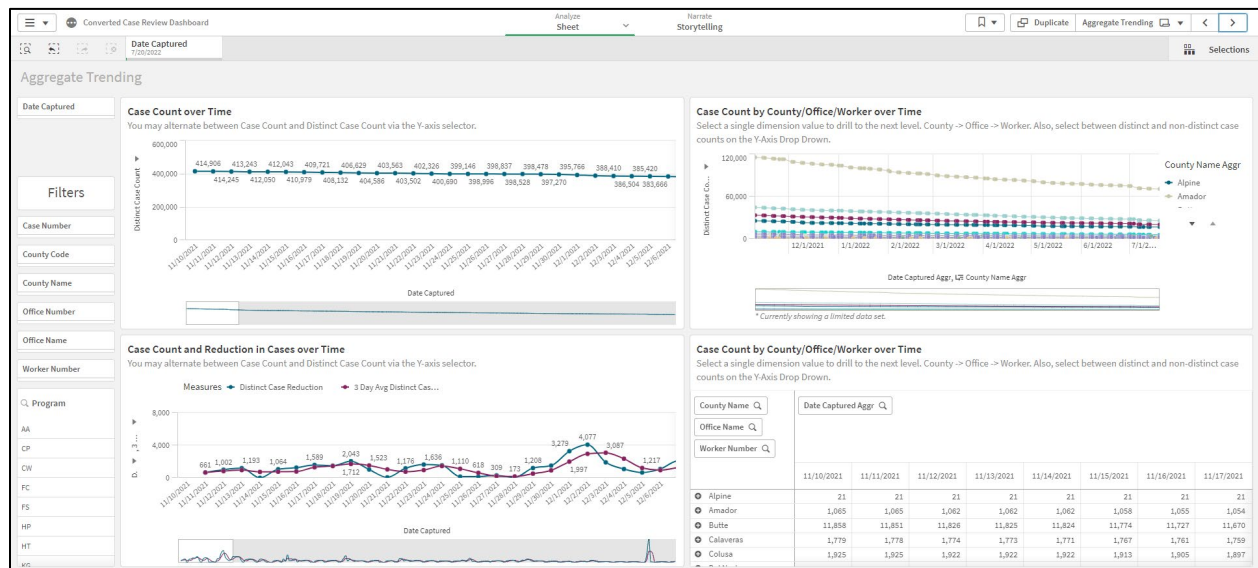


Figure 2.1.1.2. Aggregate Trending sheet

- Converted Case Review – Aggregate Trending Sheet**
  - This sheet displays the number of converted cases over time and compares across different dimensions for an aggregate view
  - Within this sheet, there are 4 widgets:
    - Case Count over Time
    - Case Count and Reduction in Cases over Time
    - Case Count by County/Office/Worker over Time
    - Case Count by County/Office/Worker over Time

The base population of the Converted Case Review Dashboard is to identify the converted cases where EDBC has not been run in CalSAWS and breaks down into two subpopulations:

### Subpopulation A: Active Cases with Latest EDBC from Conversion

The cases in this subpopulation have the following criteria:

- Program is currently Active
- Latest EDBC record has source code of CO – Conversion
- Program is within the list of programs for Benefit Match Threshold Limits (as defined by Category ID 10455):

**Table 2.1.1.1**

Program Code	Program Name
AA	Adoptions Assistance Program
CP	Cash Assistance Program for Immigrants (CAPI)
CW	CalWORKs
FC	Foster Care
FS	CalFresh
GA	General Assistance
GR	General Assistance/General Relief
HP	Homeless Assistance - Permanent
HT	Homeless Assistance - Temporary
IN	Immediate Need
KG	Kin-GAP
MC	Medi-Cal
NB	Nutrition Benefit
RC	Refugee Cash Assistance (RCA)

- **Technical Note:** These program codes come from CATGRY\_ID 10455 (Benefit Match Threshold Limits). This list is not restrictive as new program codes could be added to CATGRY\_ID 10455.

- **Subpopulation B: FC/KG/AA Programs without EDBC Run in CalSAWS**

The second subpopulation includes the latest converted active programs in FC, KG and AA where EDBC has not been run since conversion by Online, Batch or Manual EDBC. It is defined by the following criteria:

- Program is currently active
- Program is one of the following:

**Table 2.1.1.2**

Program Code	Program Name
AA	Adoption Assistance Program
FC	Foster Care
KG	Kin-GAP

- Program application date is before the conversion date.
- EDBC has not been run in CalSAWS since conversion
  - These EDBC records are to have a source code of the following:

**Table 2.1.1.3.**

Code	EDBC Source Code Name
OE	Online EDBC Rules
BE	Batch EDBC Rules
MA	Manual

- EDBC run date is dated after the conversion date

### 2.1.1.1 Dashboard Filters

The Converted Case Review Dashboard has a global filter that can be applied to the entire dashboard data selection on all widgets and are defined in the table below.

**Table 2.1.1.1.2 Global Dashboard Filter Column**

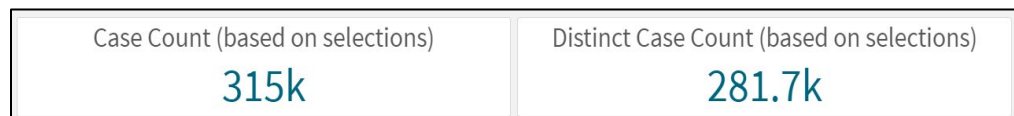
Filter Name	Description
Date Captured	<p>Restricts the data to records with a Date Captured value equal to the selected value.</p> <p>The Date Captured value is the date of the daily snapshot of the base population.</p> <p>When users select a given Date Captured value, then the dashboard displays the caseload base population daily snapshot as of the selected date.</p> <ul style="list-style-type: none"> <li>• Example: If the user selects "7/1/2022" for the Date Captured filter, then the dashboard will display the base population captured in the daily snapshot on July 1, 2022 and these records have the Date Captured "7/1/2022".</li> </ul> <p><u>Default:</u> The default value upon opening the dashboard is set to the latest Date Captured date available.</p>



	<u>Restriction on Daily Snapshot Sheet:</u> This filter only allows one Date Captured value at a time. Multiple distinct Date Captured cannot be selected.
Case Number	Restricts the data to records with a Case Number value equal to the selected value
County Code	Restricts the data to records with a County Code value equal to the selected value
County Name	Restricts the data to records with a County Name value equal to the selected value
Office Number	Restricts the data to records with an Office Number value equal to the selected value
Office Name	Restricts the data to records with an Office Name value equal to the selected value
Worker Number	Restricts the data to records with a Worker Number value equal to the selected value
Program	Restricts the data to records with a Program value equal to the selected value

### 2.1.1.2 Dashboard Metrics

The following metrics are located at the top of the Daily Snapshot sheet:



**Figure 2.1.1.2.1 Dashboard Metrics**

**Table 2.1.1.2.1 Dashboard Metrics**

Metrics	Description
Case Count (based on selections)	Dynamic total of cases based on the selections made
Distinct Case Count (based on selections)	Dynamic total of Distinct Case Count based on the selection made

### 2.1.1.3 Widgets

The following three widgets are in the body of **Daily Snapshot** sheet:

**Case Count by County/Office/Worker**  
Select a single dimension value to drill to the next level. County -> Office -> Worker. Also, select between distinct and non-distinct case counts on the X-Axis Drop Down.

	Case Count	Distinct Case Count
San Bernardino	71,587	71,393
Riverside	62,372	62,287
Kern	26,370	26,340
San Joaquin	20,634	20,598
Stanislaus	18,042	18,023
Monterey	16,908	16,900
Merced	7,238	7,235
Humboldt	7,122	7,106
Butte	6,119	6,113
Imperial	6,002	5,988
Shasta	5,064	5,060
El Dorado	4,810	4,802
Marin	3,891	3,888
Napa	3,751	3,748
Madera	3,694	3,688
Sutter	3,029	3,025
Lake	2,937	2,932
Mendocino	2,602	2,599
Tahama	2,420	2,409
Siskiyou	2,365	2,355
Nevada	2,003	2,002
Kings	1,816	1,811
Colusa	1,389	1,388

**Figure 2.1.1.3.1 Case Count by County/Office/Worker**

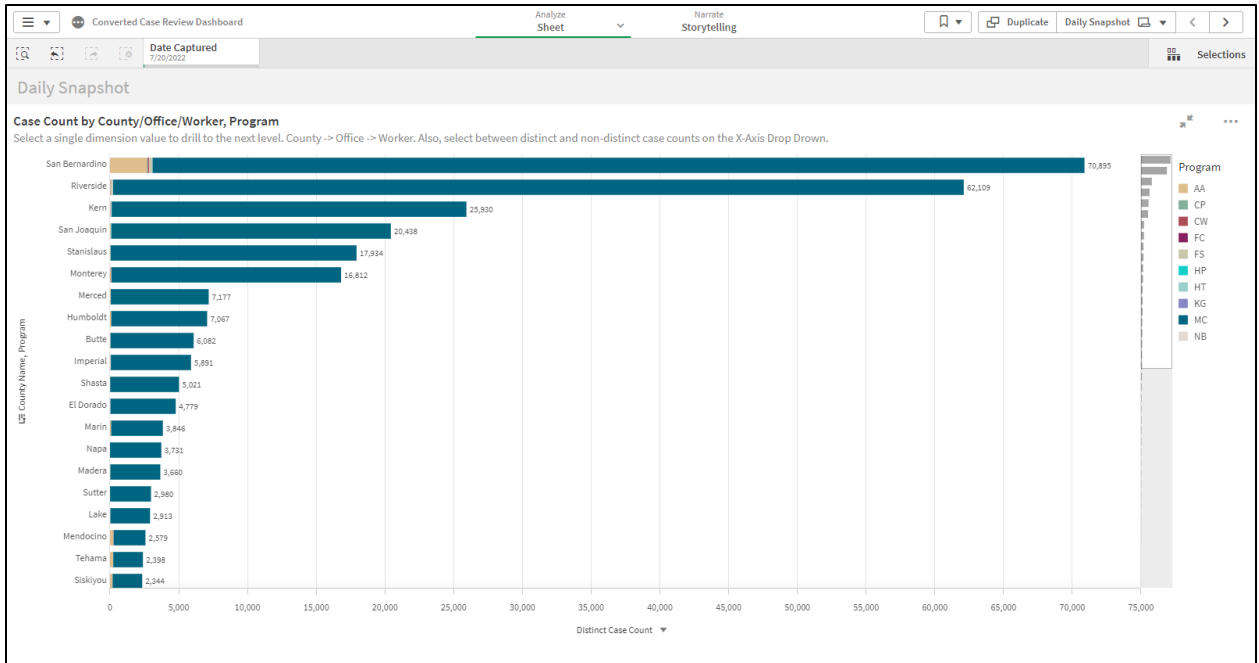
a. **Case Count by County/Office/Worker table:**

Displays the number of cases per county. There is one column for Case Count and a second column for Distinct Case Count.

The table can be further filtered down based on the selection of the following dimension values:

**Table 2.1.1.3.1**

Dimension	Description
County Name	Restricts the data to only those records equal to the selected county name
Office Name	Restricts the data to only those records equal to the selected office name
Worker Number	Restricts the data to only those records equal to the selected worker number



**Figure 2.1.1.3.2 Case Count by County/Office/Worker, Program**

**b. Case Count by County/Office/Worker, Program:**

Displays the number of cases per county.

- The X-Axis has a drop down where the user can select between distinct and non-distinct cases.
- With the Y-Axis we can drill down between dimensions. The dimensions of the Y-axis are County Name, Office Name and Program. Each bar may display the number of cases that belong to a certain program according to color. The color associated to each program is shown on the right of the graph.

Converted Case Review Dashboard									
Date Captured: 7/20/2022									
Daily Snapshot									
Details									
Case Number	Program	County Code	County Name	Office Number	Office Name	Worker Number	Date Captured		
							7/20/2022		
							7/20/2022		
							7/20/2022		
							7/20/2022		
							7/20/2022		
							7/20/2022		

**Figure 2.1.1.3.3 Details Table**

**c. Details Table:**

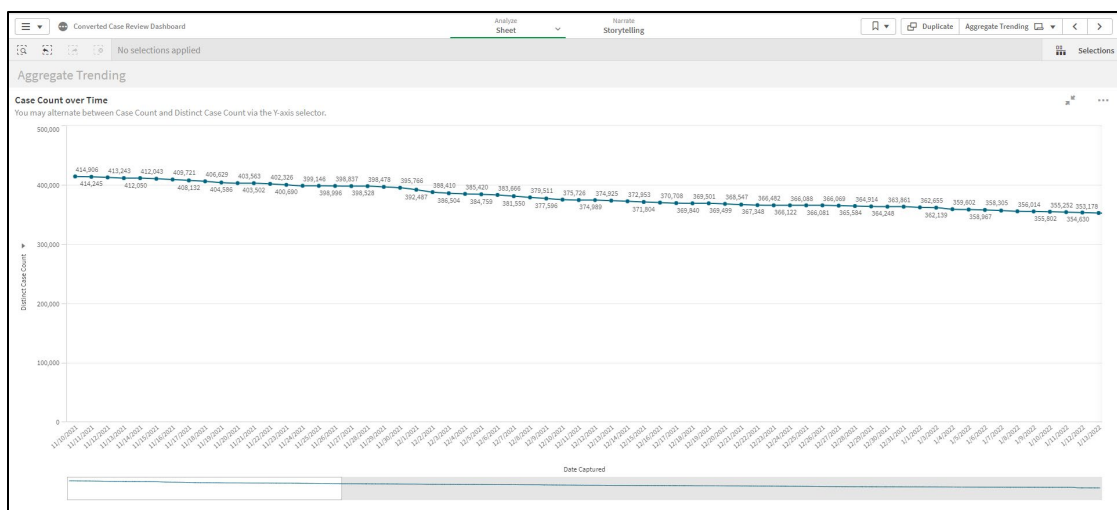
Displays information associated to a specific case.

Each case is differentiated by a Case Number as well as the following columns:

**Table 2.1.1.3.2**

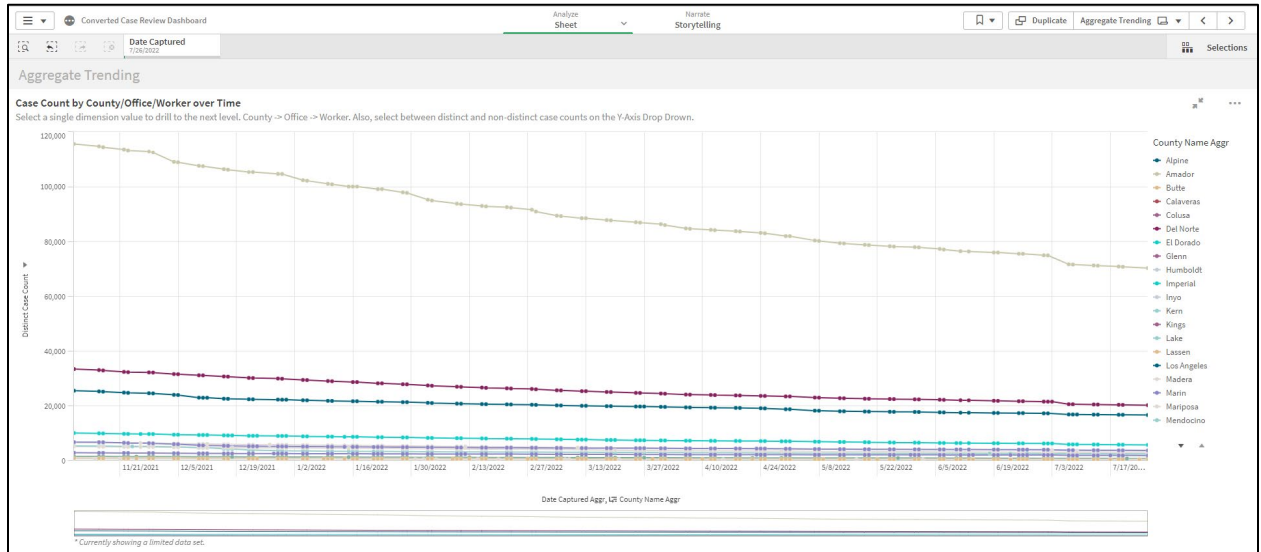
Column	Description
Case Number	The Case Number associated to the respective case
Program	The Program associated to the case
County Code	The County Code associated to the case
County Name	The County Name associated to the case
Office Number	The Office number associated to the case at the time of the Captured Date
Office Name	The Office Name associated to the case at the time of the Captured Date
Worker Number	The Worker Number of the worker assigned to the case at the time of the Captured Date
Date Captured	The Date Captured is the date of the data snapshot

The following four widgets are displayed in the **Aggregate Trending** sheet:



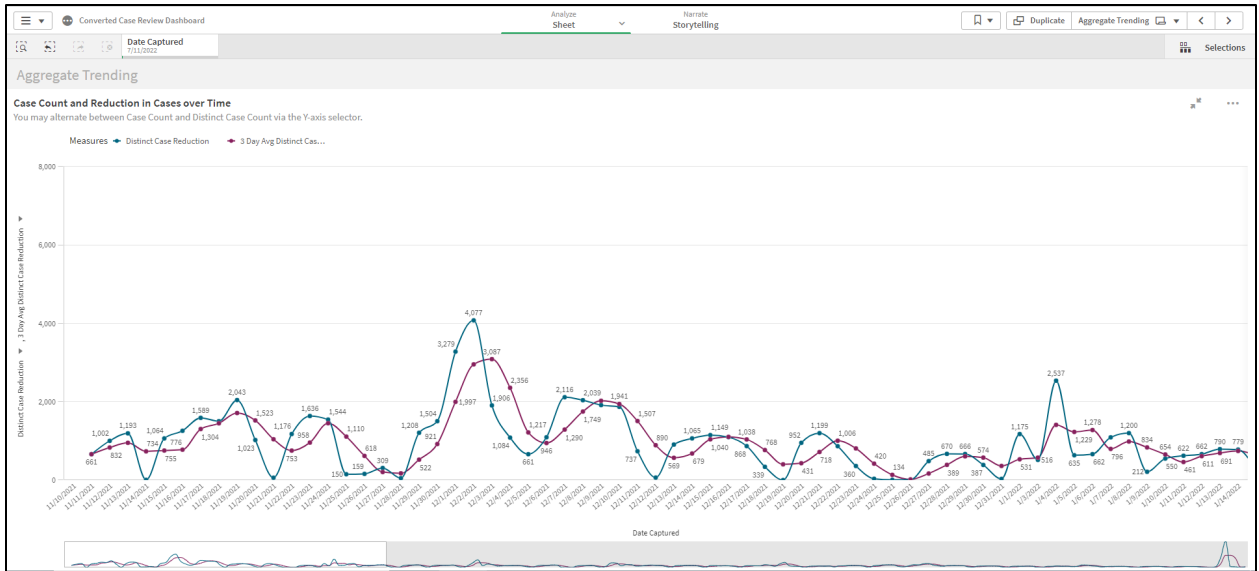
**Figure 2.1.1.3.4 Case Count over Time**

- a. **Case Count over Time:** Displays Case Count over time.
- The X axis displays the different Dates Captured over time.
  - The Y axis displays the Case Counts and has a drop down where users can select between distinct and non-distinct cases.



**Figure 2.1.1.3.5 Case Count by County/Office/Worker over Time**

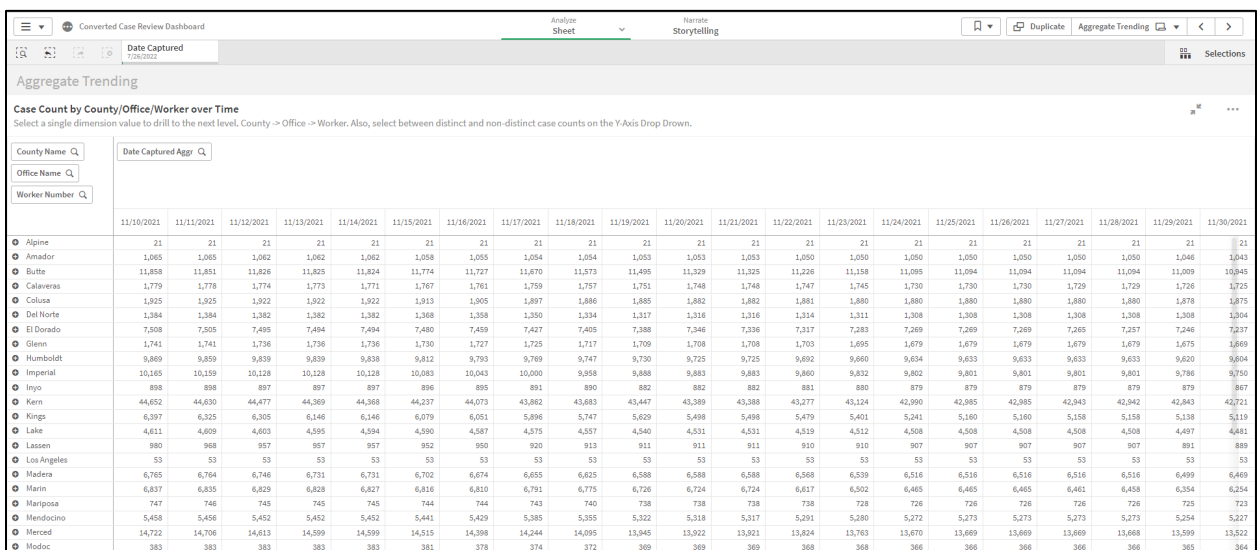
- b. **Case Count by County/Office/Worker over Time:** Displays Case Counts over time.
- The X axis displays the Date Captured over time.
    - Each line represents a different County Name, which is differentiated by color
    - The Case Count can be further filtered down by Office and Worker.
    - The color that corresponds to each County Name is displayed in the chart to the right.
  - The Y axis displays the Case Counts and has a drop down where users can select between distinct and non-distinct cases.



**Figure 2.1.1.3.6 Case Count and Reduction in Cases over Time**

c. **Case Count and Reduction in Cases over Time:** Displays Case Count and reductions over time.

- The X axis displays the different Dates Captured over time. The chart has two lines that each represent a different measure.
- The Y axis displays the Case Counts and has two drop downs where users can select a measure for each line.
  - The measures are Case Reduction, Distinct Case Reduction, 3 Day Avg Case Reduction and 3 Day Avg Distinct Case Reduction.



**Figure 2.1.1.3.7 Case Count by County/Office/Worker over Time**

- d. **Case Count by County/Office/Worker over Time:** Displays Case Count across different dates and can be drilled down by county, office, and worker. Each column represents a different date, while each row represents a different county.

## 2.1.2 Business Intelligence Link Mockup

The following mockup displays the Converted Case Review Dashboard:

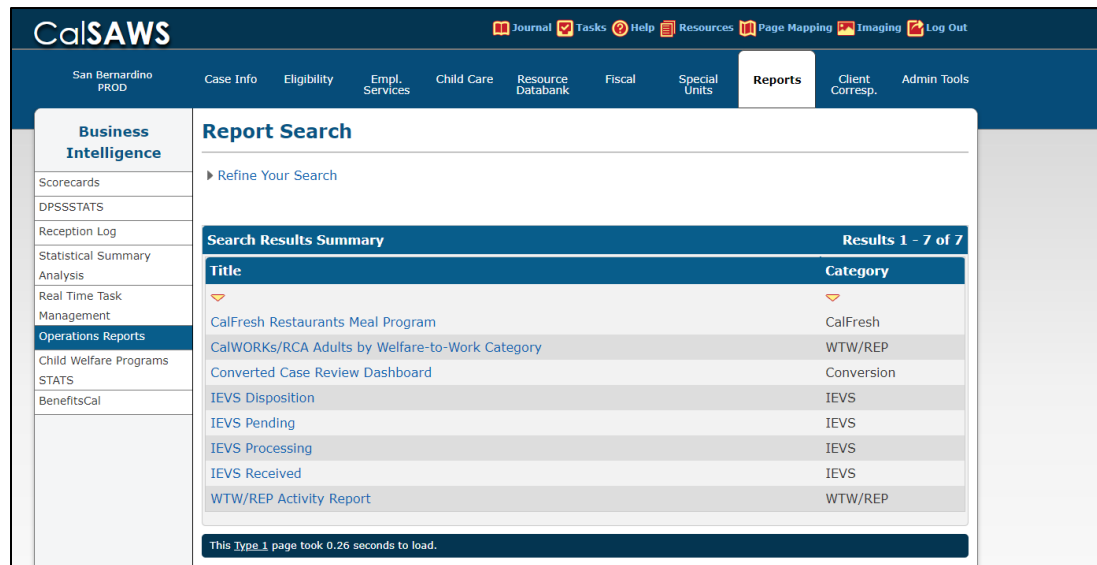


Figure 2.1.1.4.1 – Business Intelligence Link Mockup

## 2.1.3 Description of Changes

1. Turn on the Case Review Dashboard on for all migrating counties except for Los Angeles County.
2. Add link to dashboard in the Business Intelligence landing page.
3. Add section access to the dashboard to protect county data by county.

## 2.1.4 Page Location

- **Global:** Business Intelligence
- **Local:** Operations Reports
- **Task:** Converted Case Review Dashboard

## 2.1.5 Counties Impacted

All CalSAWS counties.

### 2.1.6 Security Updates

The Converted Case Review Dashboard will require the following rights and groups in order to be accessed.

#### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
ConvertedCaseReviewDashboard	This right gives access to view the Converted Case Review Dashboard.	ConvertedCaseReviewDashboard



#### 2. Security Groups

Security Group	Group Description	Group to Role Mapping
ConvertedCaseReviewDashboard	This group gives access to view the Converted Case Review Dashboard.	<ul style="list-style-type: none"><li>• BI Administrator Role</li><li>• BI Author Role</li><li>• BI Supervisor</li><li>• Eligibility Staff</li><li>• Eligibility Supervisor</li><li>• View Only</li><li>• System Administrator</li></ul>



### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Business Intelligence	Security Matrix	 Security Matrix.xlsx
2	Dashboard	Converted Case Review Dashboard	 Converted Case Review Dashboard.pd

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.2	The CalSAWS shall produce reports that provide the detail CalSAWS Data that will be used to complete the reports required by federal, State, and local laws, rules, regulations, ordinances, guidelines, directives, policies, and procedures.	The Converted Case Review Dashboard shall be turned on to support the counties with their transition into CalSAWS to identify cases that still need EDBC to be run on.

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A	N/A	N/A	N/A

## 5 MIGRATION IMPACTS

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N/A

## 6 APPENDIX

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N/A

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-58031

Update PB00C980 job to truncate data from  
CS\_TEMP\_UPDATE table along with existing CCSAS and  
MEDS tables

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Shuvam Mahapatra
	Reviewed By	Howard Suksanti

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/18/2022	1.0	Initial draft	Shuvam Mahapatra

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# 1 OVERVIEW

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CCSAS tables become big and fragmented within a few days of use due to large volume of data storage.

## 1.1 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.

## 1.2 Overview of Recommendations

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).

## 1.3 Assumptions

N/A



## 2 RECOMMENDATIONS

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PB00C980 is an existing batch job that is used to run weekly after completion of a data backup batch job to truncate data from CCSAS and MEDS (MEDS\_OUT\_TRANSACT, MEDS\_OUT\_TRANSACT\_DETL, CS\_OUT\_TRANSACT\_DETL and CS\_OUT\_TRANSACT) tables in the CalSAWS system.

Create a Batch Property Change Request (BPCR) to include CS\_TEMP\_UPDATE for truncation with PB00C980 batch job.

### 2.1 Update PB00C980 job to truncate data from CS\_TEMP\_UPDATE table along with existing CCSAS and MEDS tables

#### 2.1.1 Overview

Update the batch job PB00C980 to truncate data from CS\_TEMP\_UPDATE table along with existing CCSAS and MEDS (MEDS\_OUT\_TRANSACT, MEDS\_OUT\_TRANSACT\_DETL, CS\_OUT\_TRANSACT\_DETL and CS\_OUT\_TRANSACT) tables.

#### 2.1.2 Description of Change

1. PB00C980 is a batch job that runs once a week after a data backup batch job to truncate the empty CCSAS and MEDs tables (MEDS\_OUT\_TRANSACT, MEDS\_OUT\_TRANSACT\_DETL, CS\_OUT\_TRANSACT\_DETL and CS\_OUT\_TRANSACT).
2. Create a new Batch Property Change Request (BPCR) to update the "tableName" batch property to include CS\_TEMP\_UPDATE table for truncation along with the existing CCSAS and MEDS tables.

#### 2.1.3 Execution Frequency

Weekly on Sunday.

#### 2.1.4 Key Scheduling Dependencies

Predecessor: N/A

Successor: START\_MEDS\_STREAMING, START\_CC\_STREAMING batch jobs.

There is no change in current predecessor and successor jobs.

#### 2.1.5 Counties Impacted

All Counties.

**2.1.6 Category**

Non-Core

**2.1.7 Data Volume/Performance**

N/A

**2.1.8 Interface Partner**

CCSAS.

**2.1.9 Failure Procedure/Operational Instructions**

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution.

## 3 REQUIREMENTS

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### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
	Overview	Job PB00C980 is used to run weekly once after a data backup batch job to truncate the data from the CCSAS and MEDS tables (MEDS_OUT_TRANSACT, MEDS_OUT_TRANSACT_DETL, CS_OUT_TRANSACT_DETL and CS_OUT_TRANSACT). A new BPCR is created to add CS_TEMP_UPDATE table to "tableName" batch property for weekly truncation.

# CalsAWS

California Statewide Automated Welfare System

## **Design Document**

CA-210234

CFL 1819-79 Update Electronic Theft  
replacement and reporting Phase II

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	Eric C., Kapil S.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/8/2022	1.0	Initial Version	Jimmy Tu

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# 1 OVERVIEW

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## 1.1 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.

## 1.2 Requests

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.

## 1.3 Overview of Recommendations

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.

## 1.4 Assumptions

1. Electronic Theft NOAs and Forms will be updated with SCR CA-209721.
2. The existing benefit type of Electronic Theft Replacement Cash Benefit (ETRCB) will be used for replacement Scams until the implementation of SCR CA-225079.

## 2 RECOMMENDATIONS

### 2.1 Issuance Detail Page

#### 2.1.1 Overview

We are updating the Issuance Detail page to not allow users to replace issuances due to scam more than once every 36 months.

#### 2.1.2 Issuance Detail Page Mockup

##### Issuance Detail

\*- Indicates required fields

AffidavitSaveCancel

Status Reason

- This case has had a replacement issuance due to Scam in the last 36 months. Replacements can only be made once every 36 months.

Control Number:

Case Number:

Program:

Category:

Case Name:

Sub-Category:

Benefit/Service Month:

02/2022

Supplemental Benefit

Case Name

Replacement Benefit

CalWORKs

Payee Information

Payee: \*

Payee Address:

Reference:

Secondary Payee:

Use Between Payees:

Basic Information

Issuance Method: \*

Immediacy: \*

Payment Amount: \*

Invoice Number:

EBT

Rush

733.00

Issue Date:

Available Date:

Account Number:

05/02/2022

02/01/2022

19L552107000017

Status: \*

Status Reason:

Electronic Theft Type: \*

Awaiting Approval (L2) - Replace

EBT Theft

AB 2313 - Scam

Related Issuance:

Figure 2.1.1 – Issuance Detail Page Mockup



### 2.1.3 Description of Changes

1. Update the Issuance Detail page to throw a validation preventing the user from saving a replacement issuance if the following is true:
  - a. Case has had an approved replacement issuance with the Electronic Theft Type field of "Scam" in the last 36 months.
  - b. Validation will say:
    - i. "This case has had a replacement issuance due to Scam in the last 36 months. Replacements can only be made once every 36 months."
  - c. The following programs are impacted:
    - i. CalWORKs (CW)
    - ii. Welfare to Work (WTW)
    - iii. Refugee Cash Assistance (RCA)
    - iv. REP
    - v. Cash Assistance Program for Immigrants (CAPI)
    - vi. GA/GR/GM issued via EBT.
    - vii. Cal-Learn

### 2.1.4 Page Location

- **Global:** Fiscal
- **Local:** Issuance
- **Task:** Issuance Search

### 2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

Security Group	Group Description	Group to Role Mapping

### 2.1.6 Page Mapping

None.

### 2.1.7 Page Usage/Data Volume Impacts

None.

## 2.2 Fund Code Determination

### 2.2.1 Overview

Currently in the System, fund codes are used to store the accounting String information for a County. This update will add the appropriate funding codes and accounting strings for LA County.

### 2.2.2 Description of Changes

- 1) Add WtW/REP/Cal-Learn Gain Repayment/Refunds to the Fund Code table for Los Angeles County only.
- 2) End Date 3 fund codes for WtW/REP/CL CalWORKs Repayments/Refunds for LA County only.

**NOTE:** Please refer to the attached CA-210234\_Fund\_Code\_Mapping.xlsx file under **Section 3.0** for the appropriate fund codes and accounting string information for each county.

## 2.3 County Interface Partner Testing

### 2.3.1 Overview

County Interface partner testing for new fund codes.

### 2.3.2 Description of Changes


1. Perform the interface partner testing for new fund codes for Los Angeles County.

### 2.3.3 Counties Impacted

Los Angeles

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	2.2.2	Fund Codes Excel for LA County	 CA-210234 Fund Codes.xlsx

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

### 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

## 5 MIGRATION IMPACTS

---

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

## **6 OUTREACH**

---

None.

## **7 APPENDIX**

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None.

# CalsAWS

California Statewide Automated Welfare System

## **Design Document**

CA-233933

Add TNB 6 and SNB 2 to the Template  
Repository



CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Singaram Manickam
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/28/2022	1.0	Initial Draft	Singaram Manickam

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# 1 OVERVIEW

---

This effort will add SNB 2 and TNB 6 in English and all available threshold languages.

## 1.1 Current Design

The SNB 2 (8/18) and TNB 6(8/18) are automatically generated in the system.

## 1.2 Requests

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

## 1.3 Overview of Recommendations

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

## 1.4 Assumptions

1. The new SNB 2 and TNB 6 Forms will only be added in English and all available system supported threshold languages.
2. No variables will be populated on the new SNB 2 and TNB 6 Forms (aside from the standard header and footer information).
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.
5. There are no changes to the automated generation logic.

## 2 RECOMMENDATIONS

---

### 2.1 Add new SNB 2 Form in English and system supported threshold languages in CalSAWS.

#### 2.1.1 Overview

Add the new SNB 2 Form in English and system supported threshold languages in CalSAWS.

**State Form:** SNB 2 (8/18)

**Programs:** Nutrition Benefit

**Attached Forms:** N/A

**Template Description:** Notice Of Approval For Supplemental Nutrition Benefit (SNB) Program

**Forms Category:** Forms

**Template Repository Visibility:** All Counties

**Languages:** English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese

#### 2.1.2 Form Verbiage

##### Create SNB 2 XDP

A new XDP will be created for the SNB 2 Form

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

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

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Form Title (Document List Page Displayed Name):** Notice Of Approval For Supplemental Nutrition Benefit (SNB) Program

**Form Number:** SNB 2

**Include NA Back 9:** Yes

**Imaging Form Name:** Notice Of Approval For SNB Program

**Imaging Document Type:** Notification/NOA

**Form Mockups/Examples:** See supporting document #1

### 2.1.3 Form Generation Conditions

1. **Add SNB 2 – Notice Of Approval For Supplemental Nutrition Benefit (SNB) Program form to Template Repository**

The SNB 2 Notice Of Approval For Supplemental Nutrition Benefit (SNB) Program form is added only to the Template Repository.

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

2. **Add Form Control**

Add an imaging barcode for SNB 2.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. **Add Form Print Options and Mailing Requirements**

The following are the print and mailing requirements for SNB 2 Notice of Approval for Supplemental Nutrition Benefit (SNB) Program.

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

**Mailing Options:**

Mailing Options	Option for SNB2
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

**Additional Options:**

Requirement	Option for SNB 2 Form
Post to Self-Service Portal	Y

## 2.2 Add new TNB 6 Form in English and system supported threshold languages in CalSAWS.

### 2.2.1 Overview

Add the new TNB 6 Form in English and system supported threshold languages in CalSAWS.

**State Form:** TNB 6 (8/18)

**Programs:** Nutrition Benefit

**Attached Forms:** N/A

**Template Description:** Notice Of Discontinuance For Transitional Nutrition Benefit (TNB) Program

**Forms Category:** Forms

**Template Repository Visibility:** All Counties

**Languages:** English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese

### 2.2.2 Form Verbiage

#### Create TNB 6 XDP

A new XDP will be created for the TNB 6 Form.

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

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

**Form Header:** CalSAWS Standard Header (HEADER\_1\_EN)

**Form Title (Document List Page Displayed Name):** Notice Of Discontinuance For Transitional Nutrition Benefit (TNB) Program

**Form Number:** TNB 6

**Include NA Back 9:** Yes

**Imaging Form Name:** Notice Of Discontinuance For TNB Program

**Imaging Document Type:** Notification/NOA

**Form Mockups/Examples:** See supporting document #1

### 2.2.3 Form Generation Conditions

**1. Add TNB 6 – Notice Of Discontinuance For Transitional Nutrition Benefit (TNB) Program form to Template Repository**

The TNB 6 Notice Of Discontinuance For Transitional Nutrition Benefit (TNB) Program form is added only to the Template Repository.

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

**2. Add Form Control**

Add an imaging barcode for TNB 6.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

**3. Add Form Print Options and Mailing Requirements**

The following are the print and mailing requirements for TNB 6 Notice Of Discontinuance For Transitional Nutrition Benefit (TNB) Program.

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

**Mailing Options:**

Mailing Options	Option for TNB 6
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

**Additional Options:**

Requirement	Option for TNB 6 Form
Post to Self-Service Portal	Y

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	SNB 2 Threshold Languages	SNB2_EN.pdf SNB2_AE.pdf SNB2_AR.pdf SNB2_CA.pdf SNB2_CH.pdf SNB2_FA.pdf SNB2_TG.pdf SNB2_VI.pdf SNB2_KO.pdf SNB2_LA.pdf SNB2_RU.pdf SNB2_SP.pdf SNB2_HM.pdf
2	Correspondence	TNB 6 Threshold Languages	TNB6_EN.pdf TNB6_AE.pdf TNB6_AR.pdf TNB6_CA.pdf TNB6_CH.pdf TNB6_FA.pdf TNB6_TG.pdf TNB6_VI.pdf TNB6_KO.pdf TNB6_LA.pdf TNB6_RU.pdf TNB6_SP.pdf TNB6_HM.pdf



## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none"> <li>a. Appointment notices;</li> <li>b. Redetermination, Recertification, and/or Annual Agreement notices and forms;</li> <li>c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);</li> <li>d. Periodic reporting notices;</li> <li>e. Contact letters;</li> <li>f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;</li> <li>g. Information notices and stuffers;</li> <li>h. Case-specific verification/referral forms;</li> <li>i. GR Vendor notices;</li> <li>k. Court-mandated notices, including Balderas notices;</li> <li>l. SSIAP appointment notices;</li> <li>m. Withdrawal forms;</li> <li>n. COLA notices;</li> <li>o. Time limit notices;</li> <li>p. Transitioning of aid notices;</li> <li>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</li> <li>r. Non-compliance and sanction notices;</li> <li>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</li> </ul>	<p>SNB 2 and TNB 6 are being added in English and all available system supported threshold languages</p>

	<p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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California Statewide Automated Welfare System

## **Design Document**

CA-235356

Placer County Contact Center Deployment

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Nicole Kenny, Jared Kuester
	Reviewed By	Darcy Alexander, Logan Pratt, Stacey Xiong

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/12/2022	0.1	Initial Draft	Nicole Kenny
07/21/2022	0.2	Updated several sections and added attachments	Logan Pratt

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# 1 OVERVIEW

---

Placer County does not currently have a CalSAWS Contact Center in the Amazon Connect Environment. This SCR will deploy a brand-new Contact Center to handle inbound and outbound calls to customers.

## 1.1 Current Design

Placer County currently operates their own contact center solution.

## 1.2 Requests

Build a new contact center solution in the CalSAWS Contact Center environment.

## 1.3 Overview of Recommendations

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 31 as a CalSAWS county
    - i. See Attached Call Flow for details.
  - b. Create new Voicemail box
  - c. Build new RCC Queues
  - d. Create a Generic Worker for County 31
    - 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 Callback
  - e. Scheduled Callback

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
- 5.

## 1.4 Assumptions

1. List of Agents/Staff will be provided by County
  - a. Agent Template will be provided to county by CalSAWS.
2. Historical Call Data will not be migrated to Amazon Connect, Calabrio, or eGain.
3. Toll Free Number 1-888-385-5160 will be ported to Amazon Connect after go-live
  - a. The County is responsible for pointing the Toll-Free number to the Amazon Connect phone number
4. County is licensed for 34 total agents/staff (e.g., including workers, supervisors, managers, etc.)
5. Automated Outbound reminder calls will be placed to customers that opt into reminder calls
6. Courtesy Call Back feature by default is disabled and can be enabled through the Administration Page in the Enhanced Call Control Panel.
7. Scheduled Call Back by default is disabled and can be enabled through the Administration Page in the Enhanced Call Control Panel.
8. Email address for RCC contact and, voicemail to be provided by the County
9. County Staff are responsible for creating and maintaining Routing Profiles for their staff.
  - a. Initial Routing Profiles will be created during model office
10. Calls from CBOs, Foster Care, and other County Resources will be routed through the External Party Access line and sent to the EPA specific queue if the caller successfully authenticates
11. County security admins are responsible for granting rights to their staff in CalSAWS
  - a. Grant CCPAgent rights to Contact Center Agents
  - b. Grant CCPSupervisor rights to Contact Center Supervisors
  - c. Grant CCPAdmin rights to Contact Center Managers/WFM
  - d. Grant RCC Security Rights to RCC Staff

## 2 RECOMMENDATIONS

---

### 2.1 Continuing Service Center (CSC)

#### 2.1.1 Overview

The Continuing Service Center (CSC) is built in a county specific Amazon Connect Instance. Inbound calls will be routed to the queue that corresponds with the selections the customer made.

#### 2.1.2 Description of Changes

1. Claim a new phone number (non-toll free) for the Inbound IVR
  - a. County IT will point their current toll-free number to this phone number.
2. Build their County specific Call Flow
  - a. See the attachment CA-235356 - Placer County Call Flow PDF for details.
3. Record County Specific Prompts
  - a. See attachment CA-235356 - Placer County Verbiage Sheet for details
  - b. Upload prompts to the prompts S3 bucket
4. Build the Queues
  - a. See the attachment CA-235356 - Placer County Queue List for details
5. Set the CSC Inbound Hours to 8:00 AM – 5:00 PM Monday – Friday
6. Create a Quick Connect for all queues
  - a. See the attachment CA-235356 - Placer County Quick Connects for details
7. Upload all Contact Center agents to Amazon Connect.
  - a. Total County Agent License Count is 34



## **2.2 Regional Contract Center (RCC)**

### **2.2.1 Overview**

Covered California sends Medi-Cal referral calls to Regional Contact Centers. These calls are routed to the Medi-Cal Referral queues, or the Global queues if the customer is not a Placer County resident.

### **2.2.2 Description of Changes**

1. Update RCC call flow to accept county code 31 as a CalSAWS county
  - a. See the attachment CA-235356 - RCC Call Flow for details
2. Create new Voicemail box
  - a. The Voicemail box will be used by Covered California agents that call during non-business hours and will be monitored by county staff
  - b. Voicemails will be delivered via e-mail to the address provided by the County
3. Build new RCC Queues
  - a. See the attachment CA-235356 - Placer County Queue List for details
4. Generic Worker for County 31 will be created via SCR CA-243646
  - a. This worker ID will be used by other CalSAWS counties that handle Placer County Covered California calls

## **2.3 Optional Features**

### **2.3.1 Overview**

The Contact Center solution offers three optional features. They are Web Chat, Click to Call, and Post Call Survey. The county must choose if they want to enable these features or not. Courtesy Call back and Scheduled Call back are optional but can be turned on and off via the Administration Page.

### **2.3.2 Web Chat**

Placer County has opted out of the Web Chat feature.

### **2.3.3 Click to Call**

Placer County has opted in for the Click to Call feature.

### **2.3.4 Post Call Survey**

Placer County has opted in for the Post Call Survey feature.

#### **2.3.4.1 Description of Changes**

1. Configure the Post call survey to ask 5 questions
  - a. Was the worker able to help you with the purpose of your call today? 1 Yes 2 No
  - b. Were you satisfied with your overall experience during your telephone call? 1 Yes 2 No
  - c. Were you satisfied with the agent's professionalism? 1 Yes 2 No
  - d. Were you satisfied with the agent's ability to understand and resolve the reason for your call today? 1 Yes 2 No
  - e. Were you satisfied with the time it took to answer your call? 1 Yes 2 No
2. Send a daily report to a county provided e-mail address
  - a. The report will contain the following information:
    - i. Contact ID
    - ii. Agent ID
    - iii. Queue Time
    - iv. Question #
    - v. Question Text
    - vi. Answer
    - vii. Language
    - viii. Caller Phone Number
    - ix. Answer Time

#### **2.3.5 Courtesy Call Back**

Placer County has opted in for the Courtesy Call Back feature. Which can be enabled/disabled through the Administration Page.

#### **2.3.6 Scheduled Call Back**

Placer County has opted out of Scheduled Call Back but can enable or disable feature through the Administration Page

### **2.4 Third Party Integrations**







#### **2.4.1 Overview**

Calabrio One, and eGain Analytics are not native to the Amazon Connect environment. The Amazon Connect instance needs to be integrated into these solutions to provide Work Force Management (WFM), Quality Assurance, and robust reporting functionality.

### **2.4.2 Description of Change**

1. Add the new Amazon Connect Instance as an ACD in Calabrio One
  - a. Upload Agents into Calabrio One
    - i. Add appropriate security rights to agents, supervisors, and WFM
  - b. Create a new WFM View for Placer County
    - i. This limits Placer County to view only their resources.
2. Add the new Amazon Connect Instance in eGain Analytics
  - a. Create logins for Supervisors, and Manager
  - b. Set the CSC Service Level Agreement Threshold to 90 Seconds.
  - c. Set the RCC Service Level Agreement Threshold to 30 Seconds.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	IVR	Placer County Call Flow	 CA-235356 - Placer County Call Flow.pdf
2	IVR	Placer County Exit Reasons	 CA-235356 - Placer County Exit Reasons
3	IVR	Placer County Queues	 CA-235356 - Placer County Queue List.x
4	IVR	Placer County Verbiage	 CA-235356 - Placer County Verbiage Sh
5	RCC	Wave 1 RCC Call Flow	 CA-235356 - RCC Call Flow Wave 1.pdf
6	IVR	Placer County Quick Connects	 CA-235356 - Placer County Quick Conne

## **4 OUTREACH**

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The County Contact Center go-live will include 2 weeks of enhanced support, and model office training before the go live.

### **4.1 Enhanced Support**

Following the go live, CalSAWS staff will be onsite (or available on a virtual bridge if onsite is not possible) to provide any required support for county staff.

### **4.2 Model Office**

Model Office will be conducted prior to go live to give contact center staff hands on experience with the software before the go live. Model office will be conducted in person or virtually if in person is not possible.



California Statewide Automated Welfare System

## **Design Document**

CA-240152

Yolo County Contact Center Deployment

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jared Kuester
	Reviewed By	Darcy Alexander, Logan Pratt, Stacey Xiong

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/23/2022	0.1	Initial Draft	Jared Kuester

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	2.3.3 Click to Call .....	7
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	2.5 Security Updates .....	<b>Error! Bookmark not defined.</b>
	2.5.1 Overview .....	<b>Error! Bookmark not defined.</b>
	2.5.2 Description of Change.....	<b>Error! Bookmark not defined.</b>
3	Supporting Documents .....	9
4	Requirements.....	<b>Error! Bookmark not defined.</b>
	4.1 Project Requirements.....	<b>Error! Bookmark not defined.</b>
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5	Migration Impacts .....	<b>Error! Bookmark not defined.</b>
6	Outreach.....	10
	6.1 Lists.....	<b>Error! Bookmark not defined.</b>
7	Appendix.....	<b>Error! Bookmark not defined.</b>



# 1 OVERVIEW

---

Yolo County does not currently have a CalSAWS Contact Center in the Amazon Connect Environment. This SCR will deploy a brand-new Contact Center to handle inbound and outbound calls to customers.

## 1.1 Current Design

Yolo County currently operates their own contact center solution.

## 1.2 Requests

Build a new contact center solution in the CalSAWS Contact Center environment.

## 1.3 Overview of Recommendations

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

## 1.4 Assumptions

1. List of Agents/Staff will be provided by County
  - a. Agent Template will be provided to county by CalSAWS
2. Historical Call Data will not be migrated to Amazon Connect, Calabrio, or eGain
3. Toll Free Number 1-855-278-1594 will be ported to Amazon Connect after go-live
  - a. The County is responsible for pointing the Toll-Free number to the Amazon Connect phone number
4. County is licensed for 159 total agents/staff (e.g., including workers, supervisors, managers, etc.)
5. Automated Outbound reminder calls will be placed to customers that opt into reminder calls
6. Courtesy Call Back feature by default is disabled and can be enabled through the Administration Page in the Enhanced Call Control Panel.
7. Scheduled Call Back by default is disabled and can be enabled through the Administration Page in the Enhanced Call Control Panel.
8. Email address for RCC contact and, voicemail to be provided by the County
9. County Staff are responsible for creating and maintaining Routing Profiles for their staff.
  - a. Initial Routing Profiles will be created during model office
10. Calls from CBOs, Foster Care, and other County Resources will be routed through the External Party Access line and sent to the EPA specific queue if the caller successfully authenticates
11. County security admins are responsible for granting rights to their staff in CalSAWS
  - a. Grant CCPAgent rights to Contact Center Agents
  - b. Grant CCPSupervisor rights to Contact Center Supervisors
  - c. Grant CCPAdmin rights to Contact Center Managers/WFM
  - d. Grant RCC Security Rights to RCC Staff

## 2 RECOMMENDATIONS

---

### 2.1 Continuing Service Center (CSC)

#### 2.1.1 Overview

The Continuing Service Center (CSC) is built in a county specific Amazon Connect Instance. Inbound calls will be routed to the queue that corresponds with the selections the customer made.

#### 2.1.2 Description of Changes

1. Claim a new phone number (non-toll free) for the Inbound IVR
  - a. County IT will point their current toll-free number to this phone number.
2. Build their County specific Call Flow
  - a. See the attachment CA-240152 - Yolo County Call Flow PDF for details.
3. Record County Specific Prompts
  - a. See attachment CA-240152 - Yolo County Verbiage Sheet for details
  - b. Upload prompts to the prompts S3 bucket
4. Build the Queues
  - a. See the attachment CA-240152 - Yolo County Queue List for details
5. Set the CSC Inbound Hours to 8:00 AM – 4:00 PM Monday – Friday
6. Create a Quick Connect for all queues
  - a. See the attachment CA-240152 - Yolo County Quick Connects for details
7. Upload all Contact Center agents to Amazon Connect.
  - a. Total County Agent License Count is 159

## **2.2 Regional Contract Center (RCC)**

### **2.2.1 Overview**

Covered California sends Medi-Cal referral calls to Regional Contact Centers. These calls are routed to the MediCal Referral queues, or the Global queues if the customer is not a Yolo County resident.

### **2.2.2 Description of Changes**

1. Update RCC call flow to accept county code 57 as a CalSAWS county
  - a. See the attachment CA-240152 - RCC Call Flow for details
2. Create new Voicemail box
  - a. The Voicemail box will be used by Covered California agents that call during non-business hours and will be monitored by county staff
  - b. Voicemails will be delivered via e-mail to the address provided by the County
3. Build new RCC Queues
  - a. See the attachment CA-240152 - Yolo County Queue List for details
4. Generic Worker for County 57 will be created via SCR CA-243646
  - a. This worker ID will be used by other CalSAWS counties that handle Yolo County Covered California calls

## **2.3 Optional Features**

### **2.3.1 Overview**

The Contact Center solution offers three optional features. They are Web Chat, Click to Call, and Post Call Survey. The county must choose if they want to enable these features or not. Courtesy Call back and Scheduled Call back are optional but can be turned on and off via the Administration Page.

### **2.3.2 Web Chat**

Yolo County has opted out of the Web Chat feature.

### **2.3.3 Click to Call**

Yolo County has opted out of the Click to Call feature.

### **2.3.4 Post Call Survey**

Yolo County has opted out of the Post Call Survey feature.

### **2.3.5 Courtesy Call Back**

Courtesy Call Back will be disabled by default. The County can enable it via the admin page.

### **2.3.6 Scheduled Call Back**

Scheduled Call Back will be disabled by default. The County can enable it via the admin page.

## **2.4 Third Party Integrations**







### **2.4.1 Overview**

Calabrio One, and eGain Analytics are not native to the Amazon Connect environment. The Amazon Connect instance needs to be integrated into these solutions to provide Work Force Management (WFM), Quality Assurance, and robust reporting functionality.

### **2.4.2 Description of Changes**

1. Add the new Amazon Connect Instance as an ACD in Calabrio One
  - a. Upload Agents into Calabrio One
    - i. Add appropriate security rights to agents, supervisors, and WFM
  - b. Create a new WFM View for Yolo County
    - i. This limits Yolo County to view only their resources.
2. Add the new Amazon Connect Instance in eGain Analytics
  - a. Create logins for Supervisors, and Manager
  - b. Set the CSC Service Level Agreement Threshold to 600 Seconds.
  - c. Set the RCC Service Level Agreement Threshold to 30 Seconds.

### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	IVR	Yolo County Call Flow	 CA-240152 - Yolo County Call Flow.pdf
2	IVR	Yolo County Exit Reasons	 CA-240152 - Yolo County Exit Reasons
3	IVR	Yolo County Queues	 CA-240152 - Yolo County Queue List.x
4	IVR	Yolo County Verbiage	 CA-240152 - Yolo County Verbiage Sh
5	IVR	Yolo County Quick Connects	 CA-240152 - Yolo County Quick Conne
6	RCC	Wave 1 RCC Call Flow	 CA-240152 - RCC Call Flow.pdf

## **4 OUTREACH**

---

The County Contact Center go-live will include 2 weeks of enhanced support, and model office training before the go live.

### **4.1 Enhanced Support**

Following the go live, CalSAWS staff will be onsite (or available on a virtual bridge if onsite is not possible) to provide any required support for county staff.

### **4.2 Model Office**

Model Office will be conducted prior to go live to give contact center staff hands on experience with the software before the go live. Model office will be conducted in person or virtually if in person is not possible.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-243012

CalFresh SSI COLA - 2023



CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Edgars Reinholds
	Reviewed By	Howard Suksanti, Shilpa Suddavanda

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/21/2022	1.0	Initial version	Edgars Reinholds
8/3/2022	1.1	Remove CAPI program changes	Edgars Reinholds

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# 1 OVERVIEW

---

This SCR will update the SSA COLA interface to process SSI and SSP eligible amounts and use those for updating Other Program Assist (OPA) records.

## 1.1 Current Design

The SSA COLA outbound interface generates a request file with a list of active CalFresh participants that have a single high dated OPA record with programs SSI, SSP, or SSI/SSP.

The SSA COLA inbound interface processes the response file and validates the participants are still active on CalFresh program, are still having only one OPA record, the provided paid amounts correspond to OPA program type, and updates the OPA record accordingly.

## 1.2 Requests

Update SSA COLA interface to 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".

## 1.3 Overview of Recommendations

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.

## 1.4 Assumptions

1. SSA COLA EDBC will be triggered by SCR CA-242753.

2. Exception list will be provided by SCR CA-242753.
3. Eligible amounts in the response file will be paired with corresponding Paid amounts for a participant.
4. Existing response file validation remains the same unless specified.
5. Records that could not be updated due to reason other than matching amounts, will be on the exception list.

## 2 RECOMMENDATIONS

---

Update the SSA COLA interface to process SSI and SSP Eligible amounts and use those for updating Other Program Assist (OPA) records.

### 2.1 SSA COLA Outbound - PO00E427

#### 2.1.1 Overview

Update SSA COLA Outbound interface file header.

#### 2.1.2 Description of Change

1. Update SSA COLA Outbound interface (PO00E427) to:
  - a. Update the file header to be "CalSAWS\_Annual SSI COLA\_DHCS Request".
2. Create a BSCR to schedule the batch jobs for a one time run for the effective benefit month of 1/1/2023.

#### 2.1.3 Partner Integration Testing

Partner testing is required with DHCS using unmasked data.

#### 2.1.4 Execution Frequency

No change. Yearly on-demand.

#### 2.1.5 Key Scheduling Dependencies

No Change.

#### 2.1.6 Counties Impacted

All Counties.

#### 2.1.7 Category

Non-Core.

#### 2.1.8 Data Volume/Performance

Total number of participants – 370,000

### **2.1.9 Interface Partner**

SSA COLA Request file is transferred to DHCS and they provide a response file with the amounts within a week of receiving the request file.

### **2.1.10 Failure Procedure/Operational Instructions**

No change.

## **2.2 SSA COLA Inbound - PI00E426**

### **2.2.1 Overview**

Update SSA COLA Inbound interface to process Eligible Amounts.

### **2.2.2 Description of Change**

3. Update SSA COLA Inbound interface (PI00E426) to:
  - a. Validate that if Paid amount is populated then the corresponding Eligible amount is also populated.
  - b. 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.
  - c. Remove Paid amount threshold validation since Eligible amounts will be used to update OPA records.
  - d. Use Eligible Amount instead of Paid Amount for validations where Paid Amount is used.
4. Create a BSCR to schedule the batch jobs for a one time run, for the effective benefit month of 1/1/2023.

### **2.2.3 Partner Integration Testing**

Partner testing is required with DHCS using unmasked data.

### **2.2.4 Execution Frequency**

No Change. Yearly on-demand.

### **2.2.5 Key Scheduling Dependencies**

No Change.

### **2.2.6 Counties Impacted**

All Counties.

### **2.2.7 Category**

Non-Core.

### **2.2.8 Data Volume/Performance**

Total number of participants – 370,000

### 2.2.9 Interface Partner

SSA COLA Request file is transferred to DHCS and they provide a response file with the amounts within a week of receiving the request file.

### 2.2.10 Failure Procedure/Operational Instructions

No Change.

## 3 REQUIREMENTS


---

### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.4	The LRS shall match LRS Data from external interfaces to an applicant's or participant's case record and update the LRS database when appropriate.	This SCR is updating SSI only and SSI/SSP amount values in accordance to the values returned by MEDS.

## 4 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	SSA COLA	File Layout Definition	 SSI%20COLA%20Data%20Match_File%20



# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-244150

Update CCSAS Outbound to send final update  
when discontinuance takes effect

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Edgars Reinholds
	Reviewed By	Howard Suksanti, Sunitha Sampathkumar, Jeyasundari Murugan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
6/30/2022	1.0	Initial Version	Edgars Reinholds
7/7/2022	1.1	Update outreach list requirement to send the list only to CCSAS. Add additional columns to the list.	Edgars Reinholds
7/13/2022	1.2	Updates from comments made by Renee Gustafson.	Edgars Reinholds
7/14/2022	1.3	Correct wording in Current Design.	Edgars Reinholds

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# 1 OVERVIEW

---

Update CCSAS Outbound Interface to send final discontinuance when all programs are discontinued.

## 1.1 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.

## 1.2 Requests

CCSAS outbound interface should send a final update when discontinuance takes effect so that the member transaction "Eligibility Status" of Ineligible can be sent as well as the date of discontinuance.

## 1.3 Overview of Recommendations

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.

#### **1.4 Assumptions**

1. DCR may trigger the case to be processed, but the CCSAS outbound interface logic would not process long discontinued dependents due to current design.
2. DCR may have impact to batch performance due to large volume of cases.

## 2 RECOMMENDATIONS

---

Update CCSAS Interface to send final update when program discontinues.

### 2.1 CCSAS Outbound Interface

#### 2.1.1 Overview

Update CCSAS Interface to send final update when program discontinues.

#### 2.1.2 Description of Change

1. Update PB00F1610 Child Support Balancer to sweep in a case when it no longer has any of the eligible programs (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) in an Active/Ineligible status in the current batch run but at least one was Active/Ineligible status in the prior batch 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.

#### 2.1.3 Partner Integration Testing

Partner testing is required with CCSAS using unmasked data.

#### 2.1.4 Execution Frequency

No change.

#### 2.1.5 Key Scheduling Dependencies

No change.

#### 2.1.6 Counties Impacted

All counties.

#### 2.1.7 Category

Core Batch

#### 2.1.8 Data Volume/Performance

Estimated 20,000 additional cases processed on the first batch run of the month.

### 2.1.9 Interface Partner

California Child Support Automation System (CCSAS).

### 2.1.10 Failure Procedure/Operational Instructions

No change.

## 2.2 Data Change

### 2.2.1 Overview

Create a DCR to sweep in cases for CCSAS processing.

### 2.2.2 Description of Change

1. Create a one-time DCR to sweep in cases for CCSAS processing (CS\_TEMP\_UPDATE table) where all program relevant to CCSAS (CalWORKs, Foster Care, Kin-Gap, Medi-Cal) are discontinued, but the members remain in Eligible (E) status in ABSENT\_PARNT\_TXFR table. The DCR will exclude ABSENT\_PARNT\_TXFR records that were created by conversion.

### 2.2.3 Estimated Number of Records Impacted/Performance

270,000 cases across all counties.

### 2.2.4 Key Scheduling Dependencies

The DCR should run before after PB00F1611-1730 Child Support Update Writer threads.

## 3 REQUIREMENTS

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### 3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
-------	------------------	---------------------

2.8.1.5	The LRS shall trigger automated requests for LRS Data exchange of information with other systems, based on information captured during the application registration, application evaluation, intake, case maintenance, and referral processes.	This SCR updates the CCSAS Outbound Interface to send a final discontinuance update when program discontinuance takes effect.

## 4 OUTREACH

Provide a list of cases to CCSAS where the final discontinuance updates were not sent.

### 4.1 Lists

Create a list of cases for CCSAS where the final discontinuance updates were not sent.

**List Name:** CCSAS\_Outbound\_Disc\_Update\_Not\_Sent

**List Criteria:** List of cases where CW, FC, KG, or MC programs are all discontinued, but at least one record exists in ABSENT\_PARNT\_TXFR with ELIG\_STAT\_IND='E'. Exclude ABSENT\_PARNT\_TXFR records that were created by conversion.

**Standard Columns:**

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

**Additional Column(s):**

- FBU (person number for LA county CPS case)
- IVA Identifier
- IVD Participant Identifier (if available)

**Frequency:** One-time.

The list will only be transferred to CCSAS via a secure method.



# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-245045

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

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/24/2022	1.0	Draft	Eric Wu

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# 1 OVERVIEW

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## 1.1 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.

## 1.2 Requests

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).

## 1.3 Overview of Recommendations

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.

## 1.4 Assumptions

1. After this SCR is implemented, the system will expunge the account when all household members deceased. The deceased account cannot be reactivated. If a person were erroneously set as deceased and later put back into the case, users will have to create a new EBT account for the household.
2. An EBT account can be loaded with both Cash benefit and Food benefit, but they are managed separately like two subaccounts. The current functionality allows users to reactivate and return only Cash

benefit under an EBT account. This functionality will remain available after implementation of the SCR.

3. The system will continue to use expunged food benefits due to the deceased household to pay off available CalFresh Recovery Accounts when the EBT benefit type is not one of the following:
  - Disaster CalFresh
  - Disaster CalFresh Supplemental Benefit
  - WINS
  - Supplemental Nutrition Benefit
  - Transitional Nutrition Benefit
  - Safe Water Pilot

## 2 RECOMMENDATIONS

---

### 2.1 EBT Case Client Interface

#### 2.1.1 Overview

The EBT Case Client Writer process extracts new and modified client demographic information and updates the EBT system (FIS). This writer also retrieves accounts that need to be re-activated and sends them to the EBT system.

The EBT Case Client Reader process records whether the submitted changes are successfully accepted by the EBT system.

#### 2.1.2 Description of Change

1. Update EBT Case Client Writer (POXX400) to send a new transaction with "Deceased Account" Action Code when the following conditions are met:
  - a. All household members under a CalFresh program have a Decease Date, and their deaths have been verified on the batch date.
  - b. The EBT Account is valid on the batch date.
  - c. The Account Type is Food or Food/Cash.

Please refer to 'California Farm Bill File Layout Changes.docx' for details of a Deceased Account transaction.

2. Update EBT Case Client Reader (PIXX402) to set the Status Reason as "Account Already Expunged" when receiving the new error code "DT30".

#### 2.1.3 Partner Integration Testing

Partner Integration Testing is required with FIS.

#### 2.1.4 Execution Frequency

No changes.

#### 2.1.5 Key Scheduling Dependencies

No changes.

#### 2.1.6 Counties Impacted

No changes.

### **2.1.7 Data Volume/Performance**

TBD.

### **2.1.8 Interface Partner**

FIS

### **2.1.9 Failure Procedure/Operational Instructions**

No changes.

## **2.2 CTCR**

### **2.2.1 Overview**

Below describes required changes for the SCR.

### **2.2.2 Description of Change**

1. Insert a new "Deceased Account" status in EBT Demographic Change Status Code (Category 1830).
2. Insert a new "Account Already Expunged" status reason for EBT Error Code "DT30" in EBT Card Status Reason Codes (Category 1028).

### **2.2.3 Estimated Number of Records Impacted/Performance**

2 records.

## **2.3 DCR to submit existing EBT Accounts with Deceased Household**

### **2.3.1 Overview**

Below describes required changes to do a onetime submission of existing EBT Accounts that can be expunged due to deceased households.

### **2.3.2 Description of Change**

1. Perform a one-time insert into EBT Demographics Change table with new "Deceased Account" Action Code when the following conditions are met:
  - a. All household members under a CalFresh program have a Decease Date, and their deaths have been verified.
  - b. The EBT Account is valid.
  - c. The Account Type is Food or Food/Cash.


### 2.3.3 Estimated Number of Records Impacted/Performance

Alpine	10
Amador	153
Butte	1,565
Calaveras	293
Colusa	70
Del Norte	251
El Dorado	643
Glenn	158
Humboldt	1,443
Imperial	949
Inyo	153
Kern	3,627
Kings	589
Lake	711
Lassen	141
Los Angeles	61,785
Madera	536
Marin	669
Mariposa	141
Mendocino	723
Merced	1,456
Modoc	42
Mono	36
Monterey	1,261
Napa	310
Nevada	428
Plumas	114
Riverside	7,537
San Benito	158
San Bernardino	10,205
San Joaquin	3,072
Shasta	1,526
Sierra	20
Siskiyou	375
Stanislaus	3,130
Sutter	488
Tehama	647
Trinity	146
Tuolumne	434
Yuba	554



### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Fiscal	Updated file layouts for CalSAWS-FIS interfaces.	 California Farm Bill file layout changes.do

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.2.4	The LRS shall include online inquiry and update capabilities to COUNTY-specified Users, in order to enter certain issuance status changes, for the following: a. Cancel and reissue a lost, stolen, destroyed, or returned benefits and cards; b. Restore benefits to an EBT account or direct deposit account; c. Cancel an issuance without reissuing; d. Cancel an issuance and reissue a different amount or same amount; e. Place a stop payment request; f. Cancel voucher/invoice in part or in full and send a letter to Vendor; and g. Update issuance status to paid, outlawed, or expunged.	Update system to automatically expunge food benefits when all household member are deceased.

## 5 MIGRATION IMPACTS

---

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

## 6 OUTREACH

---

N/A

## 7 APPENDIX

---

N/A

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-245789

Update DPSSSTATS Dashboard to Expand the  
GA/GR Program Codes

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Susanna Martinez
	Reviewed By	Thao Ta, Ravneet Bhatia, Parul Dhawan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/08/2022	1.0	Initial document	Susanna Martinez

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## 1 OVERVIEW

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The existing functionality for the GA/GR solution from the CalWIN system will be utilized in the CalSAWS system by the CalWIN counties once these counties are merged into CalSAWS. The former C-IV GA/GR solution functionality was introduced into the CalSAWS system via SCR CA-201377. Los Angeles County and the former C-IV counties utilize their own GA/GR solution currently in the CalSAWS system each with their respective GA/GR program(s). Once the GA/GR solution for the CalWIN counties is incorporated into the system, CalSAWS will be supporting the four separate GA/GR solutions' programs:

Program Code	Program Name	Note
GA	General Assistance/General Relief	Los Angeles County is currently using this
GM	General Assistance (Managed)	Most counties that migrated from C-IV into CalSAWS are opted into this solution
GN	General Assistance (Non-Managed)	Only San Bernardino and El Dorado are using this solution
GR	GA/GR Automated Solution	All counties that are migrating from CalWIN into CalSAWS are opting into this solution

Select dashboards will need to be updated to support the separate GA/GR Automated Solution program for the CalWIN counties and the General Assistance (Managed) program for the former C-IV counties in addition to the General Assistance/General Relief program it is already including for Los Angeles County.

### 1.1 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



## 1.2 Requests

The following DPSSSTATS dashboards 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

## 1.3 Overview of Recommendations

1. Update the following dashboards to include the GA/GR Automated Solution program code (GR) and the General Assistance (Managed) program code (GM) data:
  - a. DPSSSTATS-General Relief-Application Processing
  - b. DPSSSTATS-General Relief-Applications Received
  - c. DPSSSTATS-General Relief-Caseload Management
  - d. DPSSSTATS-General Relief-Pending Applications

## 1.4 Assumptions

1. The GA/GR Automated Solution program reporting data for these reports will not be available in the dashboard pages mentioned in this design until the migration and introduction of the CalWIN counties into the CalSAWS system.
2. The General Assistance (Non-Managed) program reporting data is not utilized by these dashboards.

## 2 RECOMMENDATIONS

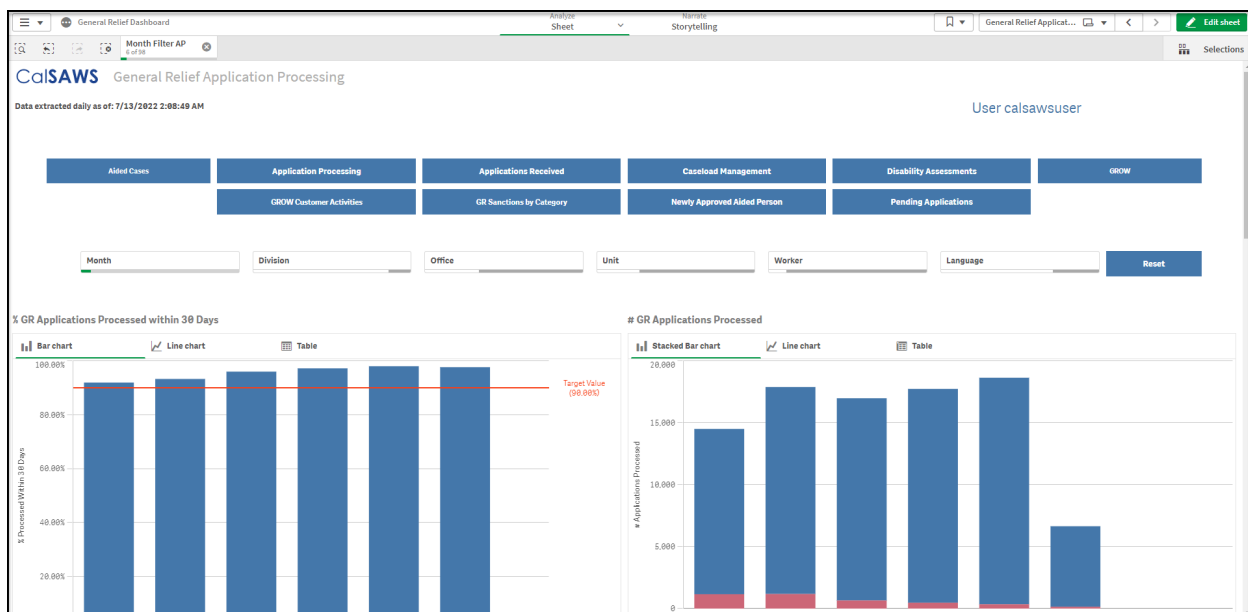
### 2.1 General Relief Application Processing

#### 2.1.1 Overview

The 'General Relief Application Processing' dashboard gives individuals the ability to view the total number of GR Applications that were disposed during a specified time period. This dashboard page is available daily with the selected month and prior month(s) data.

This SCR will expand the program data populated on the 'General Relief Application Processing' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

#### 2.1.2 General Relief Application Processing Mockup



**Figure 2.1.2.1 – General Relief Application Processing**

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.1.3 Description of Change

1. Update the 'General Relief Application Processing' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic update will expand the program data populated on all dashboard reports within the 'General Relief Application Processing' dashboard.

### 2.1.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: DPSSSTATS**

### 2.1.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.1.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

### 2.1.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard page. No significant performance impact is expected.

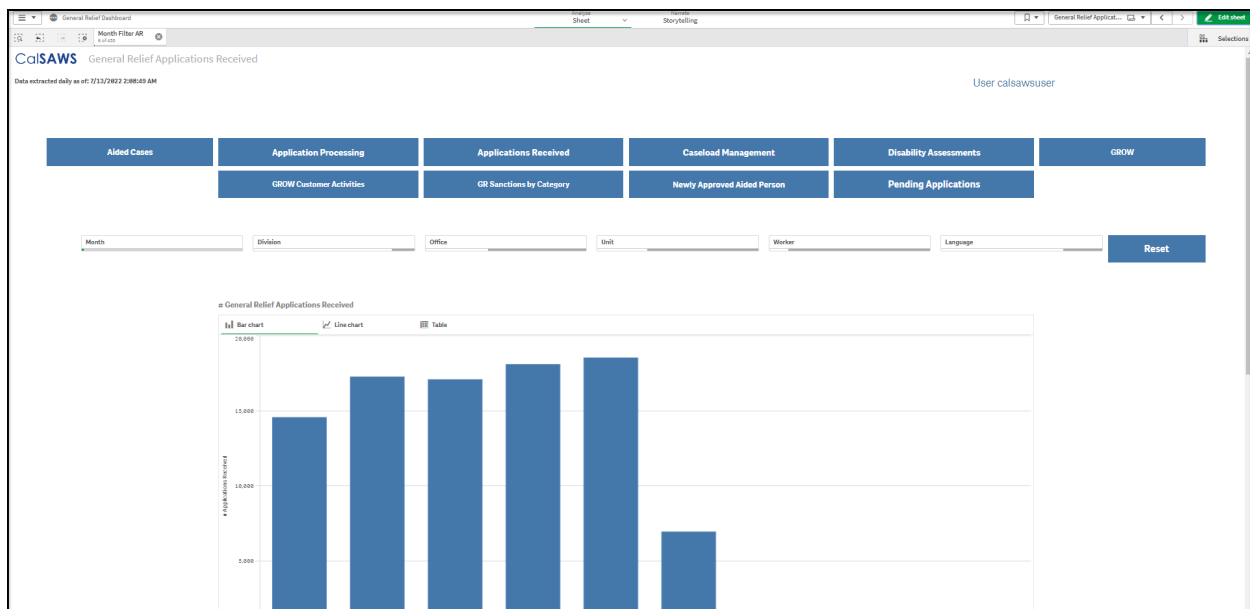
## 2.2 General Relief Applications Received

### 2.2.1 Overview

The 'General Relief Applications Received' dashboard gives individuals the ability to view the total number of applications received for General Relief during a specified time period. This dashboard page is available daily with the selected month and prior month(s) data.

This SCR will expand the program data populated on the 'General Relief Applications Received' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.2.2 General Relief Applications Received Mockup



**Figure 2.2.2.1 – General Relief Applications Received**

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.2.3 Description of Change

3. Update the 'General Relief Applications Received' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

4. The logic update will expand the program data populated on all dashboard reports within the 'General Relief Applications Received' dashboard.

### 2.2.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: DPSSSTATS**

### 2.2.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.2.6 Security Updates

3. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

4. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

## 2.2.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard page. No significant performance impact is expected.

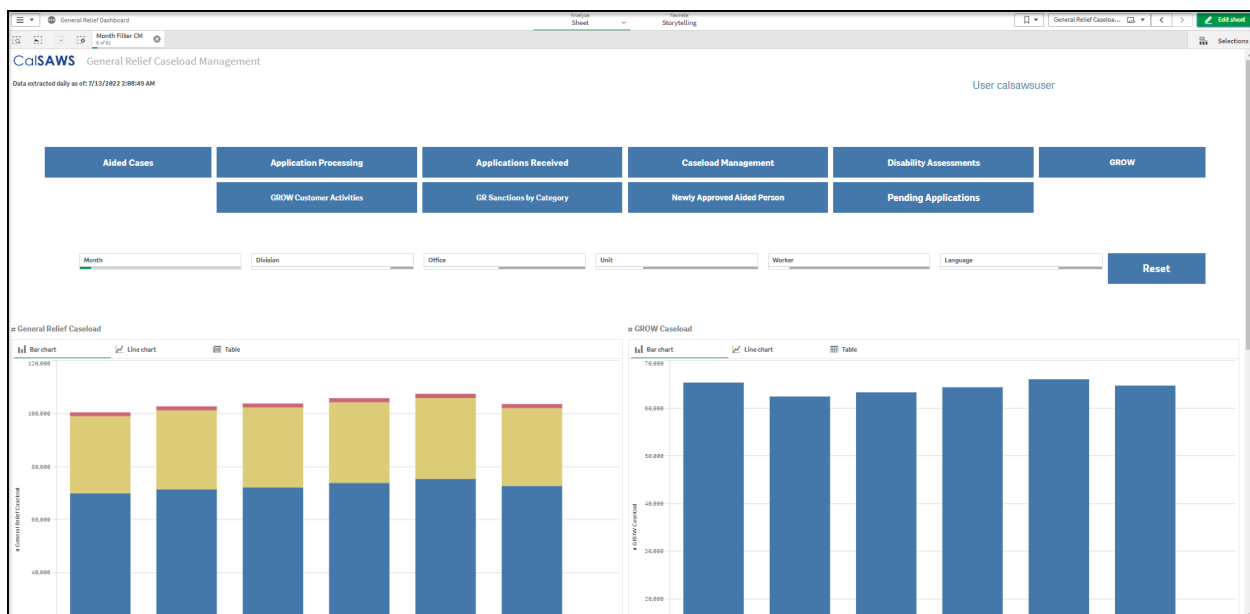
## 2.3 General Relief Caseload Management

### 2.3.1 Overview

The 'General Relief Caseload Management' dashboard gives individuals the ability to view the number of cases with at least one active General Relief program by month. This dashboard page is available daily with the selected month and prior month(s) data.

This SCR will expand the program data populated on the 'General Relief Caseload Management' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.3.2 General Relief Caseload Management Mockup



**Figure 2.3.2.1 – General Relief Caseload Management**

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.3.3 Description of Change

5. Update the 'General Relief Caseload Management' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

6. The logic update to expand the program data will be applied to the following dashboard reports within the 'General Relief Applications Received' dashboard:
  - '# General Relief Caseload'
  - '# General Relief Caseload (Division Drill Down)'
  - '# General Relief Caseload Case List'
  - a. For records in the '# General Relief Caseload Case List', those categorized as having 'Program' column value 'General Assistance/General Relief' will also be updated to include the 'GR' and 'GM' program codes.

### 2.3.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: DPSSSTATS**

### 2.3.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.3.6 Security Updates

5. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

6. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

### 2.3.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard page. No significant performance impact is expected.

## 2.4 General Relief Pending Applications

### 2.4.1 Overview

The 'General Relief Pending Applications' dashboard gives individuals the ability to view the number of pending General Relief Applications by the length of time that they have been in pending status as of the current date. This dashboard page is available daily.

This SCR will expand the program data populated on the 'General Relief Pending Applications' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.4.2 General Relief Pending Applications Mockup

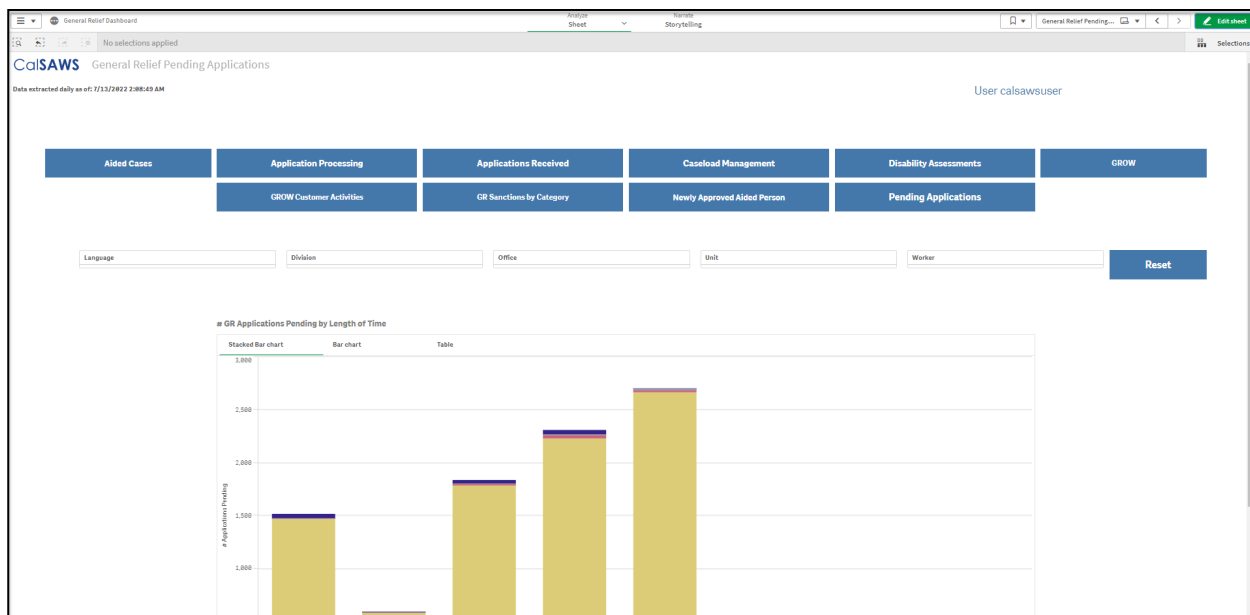


Figure 2.4.2.1 – General Relief Pending Applications



**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.4.3 Description of Change

1. Update the 'General Relief Pending Applications' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic update will expand the program data populated on all dashboard reports within the 'General Relief Pending Applications' dashboard.

### 2.4.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: DPSSSTATS**

### 2.4.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.4.6 Security Updates

7. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A





8. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

### 2.4.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard page. No significant performance impact is expected.

## 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Business Intelligence	General Relief Application Processing	 General Relief Application Processi
2	Business Intelligence	General Relief Applications Received	 General Relief Applications Receive
3	Business Intelligence	General Relief Caseload Management	 General Relief Caseload Managem
4	Business Intelligence	General Relief Pending Applications	 General Relief Pending Application

## 4 REQUIREMENTS

### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.8	The CalSAWS shall include the ability to generate the following parameter-driven reports: a. Fraud reports; b. Hearing reports; c. Financial reports; d. Federal and State claiming reports; e. Caseload Activity Report (CAR); f. Personnel management reports;	The DPSSSTATS-General Relief-Application Processing, DPSSSTATS-General Relief-Applications Received, DPSSSTATS-General Relief-Caseload Management and DPSSSTATS-General Relief-Pending Applications dashboard pages contain

	h. Benefit authorization reports; i. Issuance reports; j. Collection reports; k. QC reports; l. Mass update reports; m. Interface reports; n. Error reports; o. Caseload management reports; p. Performance-based criteria reports; q. Case CalSAWS Data reports; and r. Control and processing reports.	caseload management reports which will be updated to include the GA/GR solution data that is to be supported in the CalSAWS system.
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## 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A	N/A	N/A	N/A

## 5 MIGRATION IMPACTS

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

## 6 APPENDIX

The following table contains a list of all counties with their corresponding county codes and General Assistance program code they are opted into:

**Table 6.1 Full list of counties with corresponding General Assistance program code classification.**

County Name	County Code	Program Code	County Legacy System
Alameda	01	GR	CalWIN
Alpine	02	GM	C-IV
Amador	03	GM	C-IV
Butte	04	GM	C-IV
Calaveras	05	GM	C-IV
Colusa	06	GM	C-IV

Contra Costa	07	GR	CalWIN
Del Norte	08	GM	C-IV
El Dorado	09	GN	C-IV
Fresno	10	GR	CalWIN
Glenn	11	GM	C-IV
Humboldt	12	GM	C-IV
Imperial	13	GM	C-IV
Inyo	14	GM	C-IV
Kern	15	GM	C-IV
Kings	16	GM	C-IV
Lake	17	GM	C-IV
Lassen	18	GM	C-IV
Los Angeles	19	GA	Los Angeles County
Madera	20	GM	C-IV
Marin	21	GM	C-IV
Mariposa	22	GM	C-IV
Mendocino	23	GM	C-IV
Merced	24	GM	C-IV
Modoc	25	GM	C-IV
Mono	26	GM	C-IV
Monterey	27	GM	C-IV
Napa	28	GM	C-IV
Nevada	29	GM	C-IV
Orange	30	GR	CalWIN
Placer	31	GR	CalWIN
Plumas	32	GM	C-IV
Riverside	33	GM	C-IV
Sacramento	34	GR	CalWIN
San Benito	35	GM	C-IV
San Bernadino	36	GN	C-IV
San Diego	37	GR	CalWIN
San Francisco	38	GR	CalWIN
San Joaquin	39	GM	C-IV
San Luis Obispo	40	GR	CalWIN
San Mateo	41	GR	CalWIN
Santa Barbara	42	GR	CalWIN
Santa Clara	43	GR	CalWIN
Santa Cruz	44	GR	CalWIN
Shasta	45	GM	C-IV
Sierra	46	GM	C-IV
Siskiyou	47	GM	C-IV
Solano	48	GR	CalWIN
Sonoma	49	GR	CalWIN
Stanislaus	50	GM	C-IV

Sutter	51	GM	C-IV
Tehama	52	GM	C-IV
Trinity	53	GM	C-IV
Tulare	54	GR	CalWIN
Tuolumne	55	GM	C-IV
Ventura	56	GR	CalWIN
Yolo	57	GR	CalWIN
Yuba	58	GM	C-IV

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-245792

Updates to Statistical Summary Analysis  
Dashboards to Expand the GA/GR Program  
Codes

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Susanna Martinez
	Reviewed By	Thao Ta, Gokul Suresh, Parul Dhawan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/08/2022	1.0	Initial document	Susanna Martinez

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## 1 OVERVIEW

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The existing functionality for the GA/GR solution from the CalWIN system will be utilized in the CalSAWS system by the CalWIN counties once these counties are merged into CalSAWS. The former C-IV GA/GR solution functionality was introduced into the CalSAWS system via SCR CA-201377. Los Angeles County and the former C-IV counties utilize their own GA/GR solution currently in the CalSAWS system each with their respective GA/GR program(s). Once the GA/GR solution for the CalWIN counties is incorporated into the system, CalSAWS will be supporting the four separate GA/GR solutions' programs:

Program Code	Program Name	Note
GA	General Assistance/General Relief	Los Angeles County is currently using this
GM	General Assistance (Managed)	Most counties that migrated from C-IV into CalSAWS are opted into this solution
GN	General Assistance (Non-Managed)	Only San Bernardino and El Dorado are using this solution
GR	GA/GR Automated Solution	All counties that are migrating from CalWIN into CalSAWS are opting into this solution

Select dashboards within the Statistical Summary Business Intelligence task will need to be updated to support the separate GA/GR Automated Solution program for the CalWIN counties and the General Assistance (Managed) program for the former C-IV counties in addition to the General Assistance/General Relief program it is already including for Los Angeles County.

### 1.1 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

## 1.2 Requests

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

## 1.3 Overview of Recommendations

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:
  - a. Statistical Summary Analysis-Active Caseload-All Active, Cases, Persons and Expenditures
  - b. Statistical Summary Analysis-Active Caseload-Cash Programs - Cases Active by Office
  - c. Statistical Summary Analysis-Active Caseload-Cash Programs - Persons Active by Office
  - d. Statistical Summary Analysis-Application Processing Summary
  - e. Statistical Summary Analysis-General Relief Application Processing by Office
  - f. Statistical Summary Analysis-Performance Measures Dashboard

## 1.4 Assumptions

1. The GA/GR Automated Solution program reporting data for these reports will not be available in the dashboards mentioned in this design until the migration and introduction of the CalWIN counties into the CalSAWS system.
2. The General Assistance (Non-Managed) program reporting data is not utilized by these dashboards.

## 2 RECOMMENDATIONS

### 2.1 All Active, Cases, Persons and Expenditures

#### 2.1.1 Overview

The 'All Active, Cases, Persons and Expenditures' dashboard gives individuals the ability to view the number of cases, persons, expenditures, and cost per case during the selected month. This dashboard page is available daily with selected month and prior month data.

This SCR will expand the program data populated on the 'All Active, Cases, Persons and Expenditures' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

#### 2.1.2 All Active, Cases, Persons and Expenditures Mockup

CalSAWS Statistical Reports

Data extracted monthly as of: 12/2/2022 8:33:31 AM

User: calsaawsuser

Month:  Reset

All Active - Cases, Persons, Expenditures  
Jun-22

Dimension	Program	Grand Total	ADP	CalFresh	CalWORKs	CAPS	Foster Care	General Relief	Kin-GAP	Medi-Cal	Refugee
# Cases		6,873,663	54,553	1,618,328	221,522	8,858	36,749	186,418	13,198	4,824,352	989
# Persons		11,831,071	54,568	2,884,590	567,434	8,893	36,787	186,747	13,198	7,358,599	573
Expenditures (Millions)		\$1,892.42	\$72.48	\$724.69	\$171.48	\$7.76	\$76.39	\$23.37	\$15.94	\$8.88	\$8.38
Cost Per Case		\$179.86	\$1,318.65	\$447.68	\$818.78	\$964.22	\$2,078.61	\$119.66	\$1,188.71	\$8.88	\$982.22

Dimension	Program	Grand Total	ADP	CalFresh	CalWORKs	CAPS	Foster Care	General Relief	Kin-GAP	Medi-Cal	Refugee
# Cases		6,873,663	54,553	1,618,328	221,522	8,858	36,749	186,418	13,198	4,824,352	989
# Cases - Prior Month		6,804,184	54,546	1,593,290	208,838	8,893	36,788	183,067	13,212	4,884,599	981
# Persons		11,831,071	54,568	2,884,590	567,434	8,893	36,787	186,747	13,198	7,358,599	573
# Persons - Prior Month		11,848,768	54,974	2,816,864	562,741	8,888	36,818	189,883	13,212	7,316,836	578
Expenditures (Millions)		\$1,892.42	\$72.48	\$724.69	\$171.48	\$7.76	\$76.39	\$23.37	\$15.94	\$8.88	\$8.38
Expenditures (Millions) - Prior Month		\$1,868.83	\$72.68	\$718.37	\$168.24	\$7.22	\$76.42	\$21.66	\$8.83	\$8.88	\$8.29

Figure 2.1.2.1 – All Active, Cases, Persons and Expenditures

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.1.3 Description of Change

1. Update the 'All Active, Cases, Persons and Expenditures' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic that populates the data falling under the 'General Relief' column in all tables within the dashboard will be updated to expand the program codes to include 'GR' and 'GM'.

### 2.1.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: Statistical Summary Analysis**

### 2.1.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.1.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

## 2.1.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard. No significant performance impact is expected.

## 2.2 Cash Programs – Cases Active by Office

### 2.2.1 Overview

The 'Cash Programs - Cases Active by Office' dashboard gives individuals the ability to view the number of cases aided by each cash aid program broken down by the organizational hierarchy. This dashboard is available daily with selected month and prior month(s) data.

This SCR will expand the program data populated on the 'Cash Programs - Cases Active by Office' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.2.2 Cash Programs - Cases Active by Office Mockup

CalSAWS Statistical Reports

Data extracted monthly as of: 7/2/2022 8:15:51 AM

User: calsawsuser

Month: Jun-22 [Reset]

Cash Programs - Cases Active by District  
Jun-22

Division	District	Values	Total CalWORKs	CalWORKs - Two Parent	CalWORKs - Zero Parent	CalWORKs - All Other	Total General Relief	General Relief - Employable	General Relief - Unemployable	CAPs	Refugees
Total			211,022	33,187	57,849	129,566	184,829	74,784	38,116	8,898	589
01	001 Glendale		3,896	972	735	2,189	3,694	2,275	1,419	1	85
	003 Pasadena		1,354	149	312	893	2,393	1,768	627	0	0
	011 East Valley		5,139	711	1,819	2,608	2	2	0	0	0
	012 San Fernando Branch		0	0	0	0	7,891	5,432	2,459	0	0
	014 Lancaster		18,155	1,933	2,839	6,566	38	28	2	0	1
	015 Santa Clarita Branch		977	122	264	591	1	0	1	0	0
	017 Lancaster General Relief Office		3	0	0	3	7,938	5,716	1,884	0	2
	018 West Valley		4,997	631	1,598	2,768	4	3	1	0	73
	019 OROVILLE		0	0	0	0	1	1	0	0	0
	020 Palmdale Foundation Building		1,432	169	644	619	0	0	0	0	0
	019 Wilshire Special Office		2	0	0	2	7,631	4,469	3,162	0	0
	014 Civic Center		0	0	0	0	5,591	3,629	1,971	0	1
	016 Mead-Cai Outreach		1	0	0	1	0	0	0	0	0
	018 Metro North Office		5,139	488	1,185	2,646	1	1	0	7,611	12
000 Los Angeles			0	0	0	0	1	0	1	0	0

Figure 2.2.2.1 – Cash Programs - Cases Active by Office

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.2.3 Description of Change

1. Update the 'Cash Programs - Cases Active by Office' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic that populates the data falling under the 'Total General Relief', 'General Relief – Employable' and 'General Relief – Unemployable' columns in the table will be updated to expand the program codes to include 'GR' and 'GM'.

### 2.2.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: Statistical Summary Analysis**

### 2.2.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.2.6 Security Updates

3. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

4. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

## 2.2.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard. No significant performance impact is expected.

## 2.3 Cash Programs – Persons Active by Office

### 2.3.1 Overview

The 'Cash Programs - Persons Active by Office' dashboard gives individuals the ability to view the number of persons aided by each cash aid program broken down by the organizational hierarchy. This dashboard page is available daily with selected month and prior month(s) data.

This SCR will expand the program data populated on the 'Cash Programs - Persons Active by Office' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.3.2 Cash Programs - Persons Active by Office Mockup

Division	District	Total CalWORKs	Two Parent - Adult	Two Parent - Child	Zero Parent - Adult	Zero Parent - Child	All Other - Adult	All Other - Child	Total General Relief	General Relief - Employable	General Relief - Unemployable	CAPS	Refugee
Total		967,434	45,386	95,849	26,789	122,396	72,795	296,328	194,671	74,634	36,857	6,893	973
01	002 Glendale	16,799	1,742	1,554	387	1,397	2,673	3,336	3,675	2,378	1,465	1	97
	003 Pasadena	3,465	286	399	112	626	473	1,396	2,291	1,765	626	0	0
	011 West Valley	13,417	1,179	1,679	498	3,769	1,979	4,318	7	7	0	0	0
	012 San Fernando Branch	0	0	0	0	0	0	7,877	5,423	2,454	0	0	0
	014 Lancaster	28,576	2,426	4,999	1,831	4,446	4,659	11,429	36	20	2	0	1
	015 Santa Clarita Branch	2,587	212	316	77	838	483	991	1	0	1	0	0
	017 Lancaster General Relief Office	0	0	0	0	0	2	2	7,521	5,721	1,800	0	2
	022 West Valley	13,068	1,866	1,696	429	3,209	2,166	4,426	4	3	1	0	85
	024 Glendale Branch	0	0	0	0	0	0	1	1	0	0	0	0
	025 Palmdale Life Foundation Building	3,665	219	565	112	1,433	929	1,862	0	0	0	0	0
02	010 Wilshire Special Office	5	0	0	0	0	1	4	7,629	4,463	3,157	0	0
	014 Civic Center	0	0	0	0	0	0	0	5,686	5,616	2,876	0	1
	016 West-Car Outreach	3	0	0	1	0	0	2	0	0	0	0	0
	018 Metro South Office	12,716	766	990	622	4,663	1,769	4,893	1	0	0	7,813	24

**Figure 2.3.2.1 – Cash Programs - Persons Active by Office**

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.



### 2.3.3 Description of Change

1. Update the 'Cash Programs - Persons Active by Office' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic that populates the data falling under the 'Total General Relief', 'General Relief – Employable' and 'General Relief – Unemployable' columns in the table will be updated to expand the program codes to include 'GR' and 'GM'.

### 2.3.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: Statistical Summary Analysis**

### 2.3.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.3.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

### 2.3.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard. No significant performance impact is expected.

## 2.4 Application Processing Summary

### 2.4.1 Overview

The 'Application Processing Summary' dashboard gives individuals the ability to view the number of applications received, approvals, non-approvals, total applications processed, and approval rate. This dashboard page is available daily with selected month and prior month(s) data.

This SCR will expand the program data populated on the 'Application Processing Summary' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.4.2 Application Processing Summary Mockup

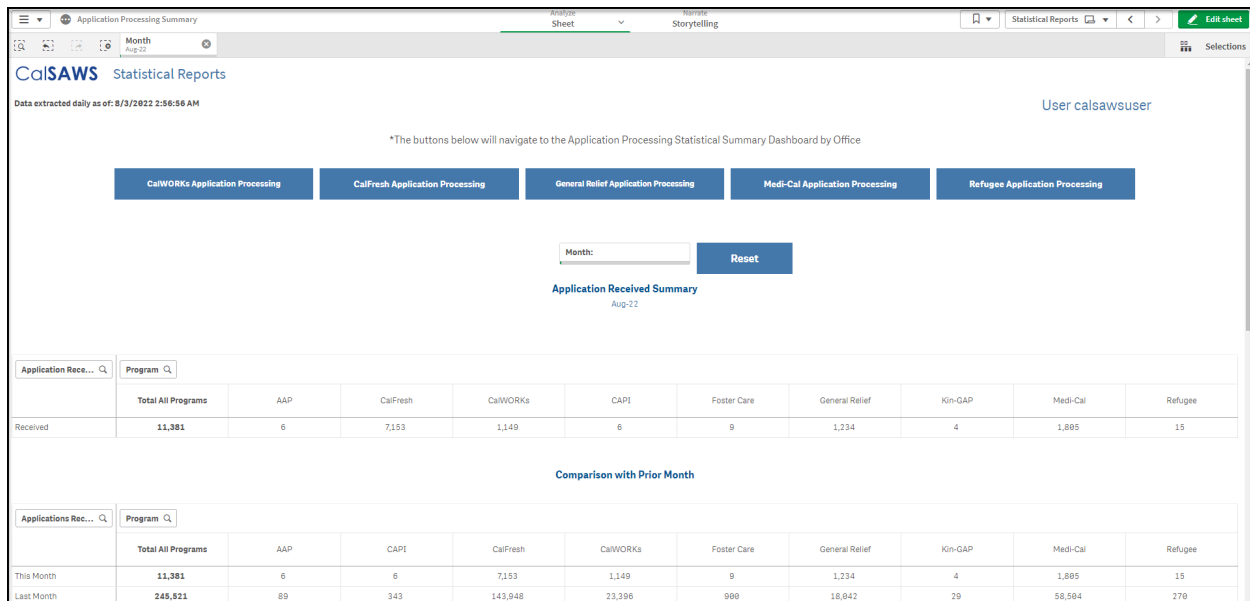


Figure 2.4.2.1 – Application Processing Summary

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.4.3 Description of Change

1. Update the 'Application Processing Summary' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic that populates the data falling under the 'General Relief' columns in the five tables within the 'Application Received Summary', 'Application Processing Summary' and 'Comparison with Prior Month' sections will be updated to expand the program codes to include 'GR' and 'GM'.

### 2.4.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: Statistical Summary Analysis**

### 2.4.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.4.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

## 2.4.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard. No significant performance impact is expected.

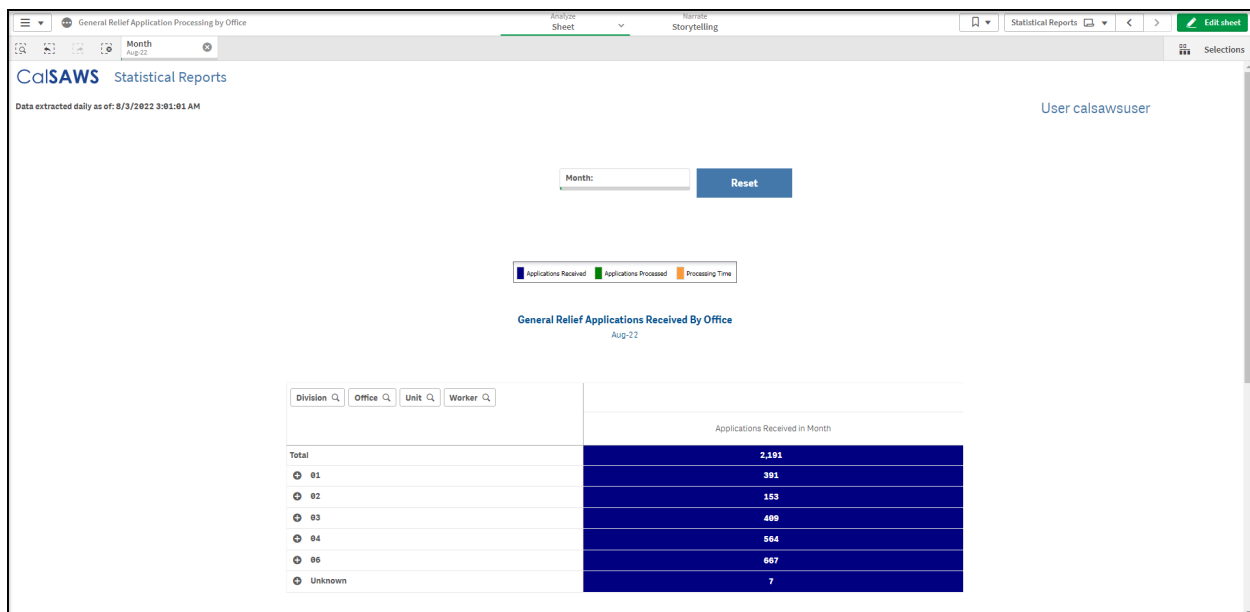
## 2.5 General Relief Application Processing by Office

### 2.5.1 Overview

The 'General Relief Application Processing by Office' dashboard gives individuals the ability to view the number of applications received, approvals by household type, non-approvals, total applications processed, and processing time. This dashboard page is available daily with selected month and prior month(s) data.

This SCR will expand the program data populated on the 'General Relief Application Processing by Office' dashboard to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.5.2 General Relief Application Processing by Office Mockup



**Figure 2.5.2.1 – General Relief Application Processing by Office**

**Note:** No cosmetic updates are required. This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.5.3 Description of Change

1. Update the 'General Relief Application Processing by Office' dashboard logic to include the GA/GR Automated Solution program and the General Assistance (Managed) program.

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

2. The logic that populates the data in all tables within the 'General Relief Applications Received by Office' and the 'General Relief Application Processing by Office' sections will be updated to expand the program codes to include 'GR' and 'GM'.

### 2.5.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: Statistical Summary Analysis**

### 2.5.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

### 2.5.6 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

2. Security Groups

Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

### 2.5.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard. No significant performance impact is expected.

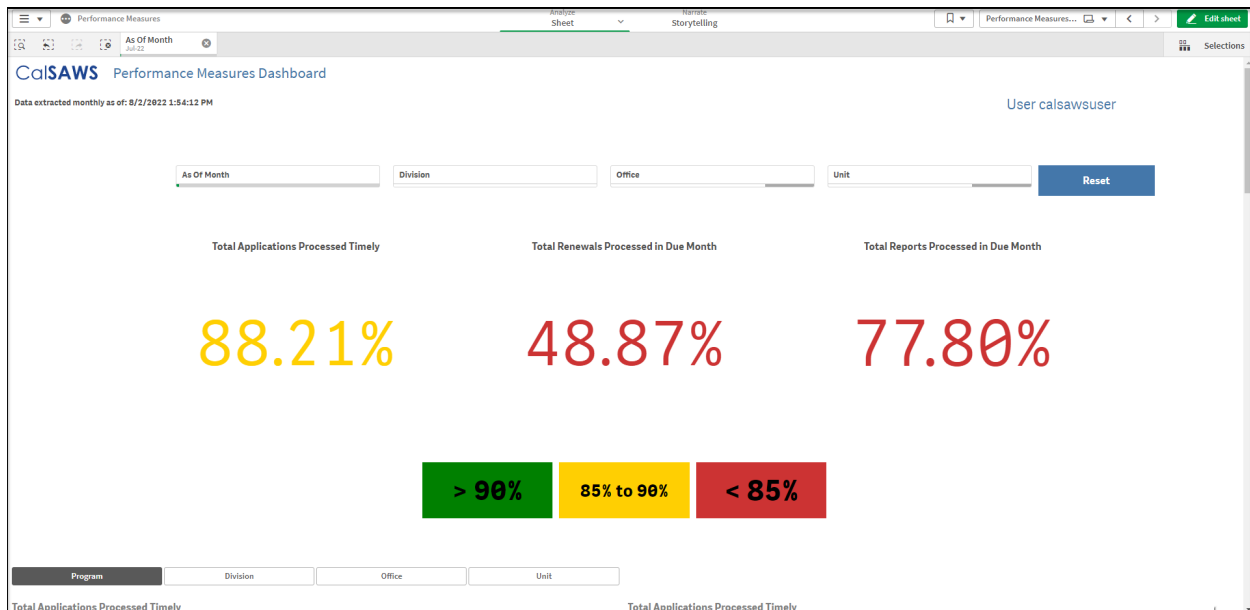
## 2.6 Performance Measures Dashboard

### 2.6.1 Overview

The 'Performance Measures Dashboard' gives individuals the ability to view a monthly statistical summary of CalWORKs, General Relief, CalFresh, CAPI, RCA and Medi-Cal grouped by Applications, Renewals, Recertifications, Redeterminations, QR and SAR reports processed timely in the report month. This dashboard is available daily with selected month and prior month(s) data.

This SCR will expand the program data populated on the 'Performance Measures Dashboard' to include the GA/GR Automated Solution and the General Assistance (Managed) programs.

### 2.6.2 Performance Measures Dashboard Mockup



**Figure 2.6.2.1 – Performance Measures Dashboard**

**Note:** This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

The screenshot shows a dashboard titled 'Performance Measures' with a sub-header 'As Of Month Jul-22'. Below this is a section 'Total Reports Processed in Due Month'. It contains a table with two columns: 'Reports Processed Program' and 'Percentage'. The first row is 'Total Reports Processed in Due Month' with a value of 77.80%. The second row, 'GR QR 7-LA', is highlighted with a red border and has a value of 33.33%. The third row is 'CalWORKs SAR 7' with 77.10%, the fourth is 'CalFresh SAR 7' with 77.91%, and the fifth is 'RCS SAR 7' with 52.17%.

Reports Processed Program	Percentage
Total Reports Processed in Due Month	77.80%
GR QR 7-LA	33.33%
CalWORKs SAR 7	77.10%
CalFresh SAR 7	77.91%
RCS SAR 7	52.17%

**Figure 2.6.2.2 – Performance Measures Dashboard – Line ‘GR QR 7-LA’ before cosmetic update**

**Note:** This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

The screenshot shows the same dashboard as Figure 2.6.2.2, but the line item has been updated to 'GR QR 7'. The table structure and other values remain the same, with 'GR QR 7' now having a value of 33.33%.

Reports Processed Program	Percentage
Total Reports Processed in Due Month	77.80%
GR QR 7	33.33%
CalWORKs SAR 7	77.10%
CalFresh SAR 7	77.91%
RCS SAR 7	52.17%

**Figure 2.6.2.3 – Performance Measures Dashboard – Line ‘GR QR 7’ after cosmetic update**

**Note:** This mockup has been cropped to fit the page. The full mockup can be found in the Supporting Documents section.

### 2.6.3 Description of Change

1. Rename the line that reads 'GR QR 7-LA' to 'GR QR 7' within the 'Total Reports Processed in Due Month' section. Please see Figures 2.6.2.2 and 2.6.2.3 for reference. No other cosmetic updates are required.
2. Update the 'Performance Measures Dashboard'

Category ID	Code Value	Short Decode Value
18	GR	GA/GR Automated Solution
18	GM	General Assistance (Managed)

- a. The logic that populates the data in the following sections will be updated to expand the program codes to include both 'GR' and 'GM':
  - i. 'Total Applications Processed Timely' for 'General Relief'

- ii. The 'General Relief' program selection for the 'Program' filter which will update the 'Total Applications Processed Timely' and 'Total Reports Processed in Due Month' tables at the bottom of the dashboard page
- b. The logic that populates the renamed 'GR QR 7' line within the 'Total Reports Processed in Due Month' section will be updated to expand the program codes to include the 'GR' program. The 'GM' program code is not required in this line's logic.

#### 2.6.4 Report Location

- **Global: Reports**
- **Local: Business Intelligence**
- **Task: Statistical Summary Analysis**

#### 2.6.5 Counties Impacted

All counties will be impacted with respect to their opted in GA/GR solution.

#### 2.6.6 Security Updates

##### 1. Security Rights

Security Right	Right Description	Right to Group Mapping
N/A	N/A	N/A

##### 2. Security Groups







Security Group	Group Description	Group to Role Mapping
N/A	N/A	N/A

#### 2.6.7 Report Usage/Performance

At the time of the CalWIN counties migration into the CalSAWS system we anticipate an increase in the usage of this dashboard page. No significant performance impact is expected.



### 3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Business Intelligence	All Active, Cases, Persons and Expenditures Mockup	 All Active, Cases, Persons and Expend
2	Business Intelligence	Cash Programs - Cases Active by Office Mockup	 Cash Programs - Cases Active by Offi
3	Business Intelligence	Cash Programs - Persons Active by Office Mockup	 Cash Programs - Persons Active by OI
4	Business Intelligence	Application Processing Summary	 Application Processing Summary
5	Business Intelligence	General Relief Application Processing by Office	 General Relief Application Processi
6	Business Intelligence	Performance Measures Dashboard	 Performance Measures Dashboar

### 4 REQUIREMENTS

#### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.24.2.8	The CalSAWS shall include the ability to generate the following parameter-driven reports: a. Fraud reports; b. Hearing reports; c. Financial reports; d. Federal and State claiming reports; e. Caseload Activity Report (CAR);	The Statistical Summary Analysis-Active Caseload-All Active, Cases, Persons and Expenditures; Statistical Summary Analysis-Active Caseload-Cash Programs - Cases Active by Office;

	f. Personnel management reports; h. Benefit authorization reports; i. Issuance reports; j. Collection reports; k. QC reports; l. Mass update reports; m. Interface reports; n. Error reports; o. Caseload management reports; p. Performance-based criteria reports; q. Case CalSAWS Data reports; and r. Control and processing reports.	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; and Statistical Summary Analysis-Performance Measures Dashboard dashboard pages contain case data reports which will be updated to include the GA/GR solution data that is to be supported in the CalSAWS system.
--	--	---

## 4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
N/A	N/A	N/A	N/A

## 5 MIGRATION IMPACTS

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

## 6 APPENDIX

The following table contains a list of all counties with their corresponding county codes and General Assistance program code they are opted into:

**Table 6.1 Full list of counties with corresponding General Assistance program code classification.**

County Name	County Code	Program Code	County Legacy System
-------------	-------------	--------------	----------------------

Alameda	01	GR	CalWIN
Alpine	02	GM	C-IV
Amador	03	GM	C-IV
Butte	04	GM	C-IV
Calaveras	05	GM	C-IV
Colusa	06	GM	C-IV
Contra Costa	07	GR	CalWIN
Del Norte	08	GM	C-IV
El Dorado	09	GN	C-IV
Fresno	10	GR	CalWIN
Glenn	11	GM	C-IV
Humboldt	12	GM	C-IV
Imperial	13	GM	C-IV
Inyo	14	GM	C-IV
Kern	15	GM	C-IV
Kings	16	GM	C-IV
Lake	17	GM	C-IV
Lassen	18	GM	C-IV
Los Angeles	19	GA	Los Angeles County
Madera	20	GM	C-IV
Marin	21	GM	C-IV
Mariposa	22	GM	C-IV
Mendocino	23	GM	C-IV
Merced	24	GM	C-IV
Modoc	25	GM	C-IV
Mono	26	GM	C-IV
Monterey	27	GM	C-IV
Napa	28	GM	C-IV
Nevada	29	GM	C-IV
Orange	30	GR	CalWIN
Placer	31	GR	CalWIN
Plumas	32	GM	C-IV
Riverside	33	GM	C-IV
Sacramento	34	GR	CalWIN
San Benito	35	GM	C-IV
San Bernadino	36	GN	C-IV
San Diego	37	GR	CalWIN
San Francisco	38	GR	CalWIN
San Joaquin	39	GM	C-IV
San Luis Obispo	40	GR	CalWIN
San Mateo	41	GR	CalWIN
Santa Barbara	42	GR	CalWIN
Santa Clara	43	GR	CalWIN
Santa Cruz	44	GR	CalWIN

Shasta	45	GM	C-IV
Sierra	46	GM	C-IV
Siskiyou	47	GM	C-IV
Solano	48	GR	CalWIN
Sonoma	49	GR	CalWIN
Stanislaus	50	GM	C-IV
Sutter	51	GM	C-IV
Tehama	52	GM	C-IV
Trinity	53	GM	C-IV
Tulare	54	GR	CalWIN
Tuolumne	55	GM	C-IV
Ventura	56	GR	CalWIN
Yolo	57	GR	CalWIN
Yuba	58	GM	C-IV

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-247705

Opt Out Customers Opted into E-Notifications  
Without BenefitsCal Account

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	Priya Sridharan

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/18/2022	1.0	Initial Draft	Phong Xiong

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# 1 OVERVIEW

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This SCR will be identifying the cases that have opted in to E-notification but does not have a BenefitsCal account. These cases will be opted out of E-notification and reverted back to paper notifications.

## 1.1 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.

## 1.2 Requests

Opt out customers who are currently opted into E-Notifications and do 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 one-time Journal Entry for cases that are going to be opted out of E-Notification.

## 1.3 Overview of Recommendations

1. Update the NA 1275 form
2. Mass mailer to send out the NA 1275 form 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 – E-Notification Count by County.xlsx" to see total count broken down by each county
3. DCR to PERS table for cases Opted In to E-Notification with no BenefitsCal Account, regardless of program status
  - a. Flip EMAIL\_NOTIF\_IND from "Y" to "N"
  - b. Flip MAIL\_VERIF\_STAT\_CODE (CT465) to OP (Opted Out) regardless of current status
  - c. Create a Journal Entry for population opted out of E-Notification

## 1.4 Assumptions

1. The mass mailer will be sent prior to the DCR. If the DCR is run first, cases affected cannot be identified for mass mailer.
2. The mass mailer will be sent to primary applicants on all active cases with verified email account status, while the DCR will run for primary applicants regardless of program status and email account status.



## 2 RECOMMENDATIONS

---

### 2.1 Updates to Existing NA 1275 Form Recommendation

#### 2.1.1 Overview

The NA 1275 form is sent to the participant to inform them that they are being switched back to traditional paper correspondence for the provided reason. It informs them who to contact for questions and how to continue receiving electronic notices.

**State Form:** NA 1275 (7/13)

**Current Programs:** CalFresh, General Assistance/General Relief, CAPI

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** All Counties

**Existing Languages:** Armenian, Cambodian, Chinese, English, Korean, Russian, Spanish, Tagalog, Vietnamese

#### 2.1.2 NA 1275 Form Verbiage

There are no changes to this section of the design.

#### 2.1.3 NA 1275 Form Variable Population

Only one variable is updated with this effort called "OTHER". It currently populates with the following text,

"If you would like more information on the reason for cancellation, please contact the DPSS Customer Service Center (CSC) at (866) 613-3777"

when the "Other" checkbox is checked. This effort will add an additional text to generate.

Only one message will display at a time when the "Other" checkbox is checked.

LA County will continue to use the existing text. Migration counties will use the new text as shown in the table below.

All other variables are not updated; therefore, are not displayed or mentioned here in the design document.

Variable Name	Population	Formatting	Editable*/Field Type	Template Repository Population	Populates with Form Generation
---------------	------------	------------	----------------------	--------------------------------	--------------------------------

OTHER	Populate "If you would like more information on the reason for cancellation, please contact your county worker" for Migration Counties.	Arial Font Size 10	Yes/Text Field	Yes	Yes
-------	---	--------------------	----------------	-----	-----

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

#### **Variables Requiring Translations: OTHER**

**Technical Note:** The variable updated in this section is populated from the form scripting of the XDP.

### **2.1.4 NA 1275 Form Generation Conditions**

There are no changes to the existing generation conditions of the form.

This form will be sent in a mass mailer (see section 2.2).

## **2.2 Mass Mailer to Send NA 1275 Form Recommendation**

### **2.2.1 Overview**

This effort will be to send out a mass mailer of the NA 1275 to the population that are opted in to E-notification, with verified e-mails, and do not have a BenefitsCal account.

### **2.2.2 Description of Changes**

Generate the NA 1275 for a one-time mailing for all primary applicants for all active cases opted in to E-notification, E-mail has been verified, and does not have a BenefitsCal account.

#### **Technical Note:**

Opted in to E-Notification – EMAIL\_NOTIF\_IND = 'Y' in PERS table

E-Mail Verified – EMAIL\_VERIF\_STAT\_CODE = 'VF' in PERS table

No BenefitsCal Account – GUID IS NULL in C4Y\_LOGIN\_INFO table

Please see supporting document #1 for query.

Please see supporting document #3 for impacted count by counties.

## 2.3 DCR for PERS Table Recommendation

### 2.3.1 Overview

This effort will be to opt out of E-notification for primary applicants that are currently opted in to E-notification and does not have a BenefitsCal account.

### 2.3.2 Description of Changes

Create a DCR to do the following:

1. Find cases that meet the following criteria, regardless of program status:
  - a. The person is the primary applicant,
  - b. The person is opted in to E-notification, and
  - c. The person does not have a BenefitsCal account
2. For each record returned from the driving query, do the following actions, regardless of their current E-mail verification status:
  - a. Flip EMAIL\_NOTIF\_IND from 'Y' to 'N'
  - b. Update EMAIL\_VERIF\_STAT\_CODE to 'OP'

**Technical Note:** Please see supporting document #2 for query to find population that needs the DCR.

Please see supporting document #4 for impacted count by counties.

Create a one-time Journal entry with the following information when the mass mailer is generated:

Field to Populate	Population for Opt Out of E-Notification
Case Id	The case associated to the Primary Applicant Opted Out
Type	Document
Short Description	Opt Out of E-Notification
Long Description	<Primary Applicant> has been opted out of E-notification. The account was migrated over from either C4Yourself or YourBenefitsNow, and a BenefitsCal account has not been created for <Primary Applicant>.
Created by	Batch or User
Updated by	Batch or User

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	SQL	Query to find count associated to recommendation 2.2.	Mass_Mailer_Query.sql
2	SQL	Query to find count associated to recommendation 2.3	DCR_Count_Query.sql
3	Count	Count by counties of impacted population.	Mass Mailer - E-Notification Count by County.xlsx
4	Count	Count by counties of impacted population.	DCR and Journal Entry - E-Notification Count by County.xlsx

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.7 CAR-1243	The LRS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	Update the NA 1275 variable population logic.
2.18.3.19 CAR-1254	The LRS shall generate special mailings and mass notifications to specific programs, populations, or individuals, as specified by COUNTY.	Generate mass mailer for NA 1275.

# CalSAWS

California Statewide Automated Welfare System

## **Design Document**

CA-247965

Update GEN 201 to Populate BenefitsCal Portal

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	[individual(s) from Build and Test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/20/2022	1.0	Initial Draft	Phong Xiong

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# 1 OVERVIEW

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This SCR is to update the GEN 201 to populate with the correct URL for customers to submit relevant information regarding their case.

## 1.1 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."

## 1.2 Requests

Update the GEN 201 to populate "www.benefitscal.com" for all counties.

## 1.3 Overview of Recommendations

1. Update the GEN 201 population logic to display "www.benefitscal.com" for all counties

## 1.4 Assumptions

1. There are no updates to the GEN 201 form generation logic with this SCR.
2. This effort is to update only 1 variable on the GEN 201 form.

## 2 RECOMMENDATIONS

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### 2.1 Updates to Existing GEN 201 Form Recommendation

#### 2.1.1 Overview

The GEN 201 is used to inform customers that reported information does not match the information received from the Employment Development Department.

**State Form:** GEN 201 (01/21)

**Current Programs:** All Programs

**Current Attached Form(s):** None

**Current Forms Category:** Form

**Current Template Repository Visibility:** All

**Existing Language:** Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

#### 2.1.2 GEN 201 Form Verbiage

There are no updates to this section.

#### 2.1.3 GEN 201 Form Variable Population

Only one variable on the form will be updated for this effort.

Variable Name	Population	Formatting	Editable* /Field Type	Template Repository Population	Populates with Form Generation
SELF_SERVICE_P ORTAL	Populates with "www.benefitsc al.com"	Arial Font Size 10	Y / Text field	Yes	Yes

**Technical Note:** The variable population logic is not within the code, but instead, it is populated from the scripting of the form XDP.

#### 2.1.4 GEN 201 Form Generation Conditions

There are no updates to this section.

### 3 SUPPORTING DOCUMENTS

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Number	Functional Area	Description	Attachment
1	Form	GEN 201 Mockup	GEN201_EN.pdf

## 4 REQUIREMENTS

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### 4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.7 CAR-1243	The LRS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	Updating the GEN 201 population logic to populate the correct URL for all counties.



California Statewide Automated Welfare System

## **SCR CA-248925**

Configure Apache servers to cache static content

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sumeet Patil
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/15/2022	1.0	Initial Revision	Sumeet Patil

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2	Recommendations.....	4

## 1 OVERVIEW

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### 1.1 Current Design

The CalSAWS Online application's static content is served by the Apache layer. Currently Apache is configured to cache only images on the user's browser.

### 1.2 Requests

The static content served by the Apache web server should be cached on the browser side. This will prevent the browser from downloading the static content every time the page is loaded in CalSAWS online application. It will help improve user experience and will also reduce the workload on Apache servers.

## 2 RECOMMENDATIONS

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1. Configure Apache web server enable caching of static content files. The .js and .css file types will be configured to be cached on the user's browser.