

## CalSAWS CCB Agenda

<b>DATE</b>	September 29, 2022
<b>TIME</b>	1:30 PM
<b>LOCATION</b>	Teams Virtual Meeting
<b>SUBJECT</b>	Change Control Board Meeting
<b>INVITEES</b>	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management

### Meeting Purpose:

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

### 1. CalSAWS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
RWR	CA-204193		Update CAPI Denial NOAs per newest version of NA 691	Client Correspondence	1116	CalSAWS M&E	Start Build	
RWR	CA-228876		Add Common NOA Fragments for Threshold Generation CalFresh	Client Correspondence	2533	Premise	Production Deployment	
RWR	CA-246341		Add NOA M40-129D2 to CalSAWS	Client Correspondence	82	Premise	Start Build	
RWR	CA-246393		Add Form CW 371 to Template Repository	Client Correspondence	82	Premise	Start Build	
RWR	CA-248749		Accessibility - Child Care Portal	Online	220	CalSAWS M&E	Production Deployment	22.09.14
RWR	CA-249283		Accessibility - Updates Pages in CalSAWS Application (Tier 2)	Online	400	Premise	No	22.09.x1
RWR	CA-249671		Update MC 007 and DHCS 7077 in English	Client Correspondence	175	CalSAWS M&E	Start Build	22.09.x1

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
21.03	CA-226984		Update FTP credentials for CHDP Interface	Batch Operations	10	LRS M&E	Production Deployment	21.04.22
21.07	CA-233369		Reschedule non daily batch jobs for cutover weekend	Batch Operations	100	LRS M&E	Production Deployment	21.09.24
21.11	CA-233602		2022 Batch Holiday Calendar	Batch Operations	100	CalSAWS M&E	Production Deployment	21.12.10
22.07	CA-247917		Build Activities, Fiscal, MDM, OCAT, Lobby and GAGR service for the UAT2 environment	Tech Ops	62	CalSAWS M&E	Production Deployment	22.08.30
22.07	CA-248832		Update Duplicate Medi-Cal EDBC Batch Job Schedule to run on batch 10-day	Batch Operations	35	CalSAWS M&E	Production Deployment	22.08.19
22.07	CA-249070		Imperial County Warrant Issue Part III -DCR Update Status to Paid	Fiscal	45	CalSAWS M&E	Production Deployment	22.08.30
22.07	CA-249563		Mark MC RE Packets populated with household address to print Error	Client Correspondence	22	CalSAWS M&E	Production Deployment	22.09.01
22.07	CA-249955		Increase processing rate of Case Purge to 30,000 cases	Tech Arch	10	CalSAWS DD&I	Production Deployment	22.09.08
22.09	CA-241253		BenefitsCal - CBO task	BenefitsCal	279	CalSAWS M&E	Start Build	22.09.29
22.09	CA-243646		Update POS (position) Records for Generic Workers to Support Wave 1 Counties Migrating from CalWIN	Online	103	CalSAWS M&E	No	22.10.14
22.09	CA-248581		Add NOA References for CalWIN Conversion NOAs	Client Correspondence	60	CalSAWS M&E	Production Deployment	22.10.14
22.09	CA-249557		Update MC RE packets to populate Primary Applicant's Address on 'Household Members' section	Client Correspondence	120	CalSAWS M&E	Production Deployment	22.09.29
22.09	CA-249822		San Diego County - Conduct Rush Warrant Testing	Client Correspondence	42	CalSAWS M&E	Production Deployment	22.09.xx
22.11	CA-225079		ACL 22-27 Electronic Benefit Transfer (EBT) Scam Benefit Code	Fiscal	183	CalSAWS M&E	Start Build	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
22.11	CA-241852	N/A	Support SCR to provide responses to Consortia queries	CalHEERS	1360	CalSAWS M&E	Production Deployment	
22.11	CA-246101		Update the e-Applications Job Aid for CA-236772	Training	25	CalSAWS M&E	Start Build	
22.11	CA-246166		Validate Masked Environment AWS Account Creation	Tech Ops	1907	CalSAWS M&O	Start Build	22.12.xx
22.11	CA-247484		Enhance CalSAWS authentication framework to support accepted redirect urls	Tech Arch	92	CalSAWS DD&I	Start Build	
22.11	CA-247821		Performance - Enhance Forms Bundling architecture to reduce forms size.	Tech Arch	270	CalSAWS M&E	Start Build	
22.11	CA-247891		Update JA eApplications and Create New Job Aid - SSP Customer Privacy	Training	30	CalSAWS M&E	Start Build	
22.11	CA-248379		Create a BPCR and network connection to setup E2Lite for Contra Costa County	Batch Operations	45	CalSAWS M&E	No	22.12.30
22.11	CA-249656		Enhance Child Care API to enable content security headers	Tech Arch	130	CalSAWS M&E	Start Build	
23.01	CA-201813	CIV-100040	Display Important County Dates Phase I	Batch/Interfaces	1755	CalSAWS M&E	No	
23.01	CA-203671		ACWDL 18-17 and 17-25: Add MC 604 MDV Doctor's Verification to Template Repository	Client Correspondence	282	CalSAWS M&E	No	
23.01	CA-227571		GR Hearing Notices	Client Correspondence	384	CalSAWS M&E	No	
23.01	CA-229852	CIV-101422	Update Establishment logic for CalFresh TOP Intercepts during reapplication	Fiscal	104	CalSAWS M&E	No	
23.01	CA-236332	CA-239609, CA-239721 CA-209721	CALFRESH BENEFIT REPLACEMENT DUE TO ELECTRONIC THEFT	Fiscal	474	CalSAWS M&E	Production Deployment	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.01	CA-245246		Santa Clara County - Add Auditor Signature and update Rush Warrant Print Template	Client Correspondence	70	CalSAWS M&E	Start Build	
23.01	CA-245249		Contra Costa County - Update Rush Warrant Print Template	Client Correspondence	70	CalSAWS M&E	Start Build	
23.01	CA-245276		Test Office IDs for Non-Centralized Counties in Wave 2	Client Correspondence	110	CalSAWS DD&I	No	
23.01	CA-245393		Updates to MC 355 Page	Online	121	CalSAWS M&E	No	
23.02	CA-248380		Create a BPCR and network connection to setup E2Lite for Ventura County	Batch Operations	45	CalSAWS M&E	No	23.03.03
23.03	CA-220778		MEDS: Include GA/GR program for MEDS Redetermination (AP18)	Batch/Interfaces	332	CalSAWS M&E	No	
23.03	CA-244887		Refactoring batch EDBC sweeps to not process same case daily multiple times	Batch/Interfaces	282	CalSAWS M&E	No	
23.03	CA-248040		Create a BPCR and network connection to setup E2Lite for Solano county	Batch Operations	45	CalSAWS M&E	No	23.05.05
23.05	CA-243663		Add Clothing Allowance NOA for Kin-GAP	Client Correspondence	335	CalSAWS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
RWR	CA-212089		Implement Threshold languages for CCP 7 & CCP 8 (10/19) version	Client Correspondence	352	Premise	Start Build	22.09.x3
RWR	CA-245967		Add Threshold Languages to SAWS II PLUS	Client Correspondence	330	Premise	Start Build	22.09.x1
RWR	CA-247124		Accessibility - Updates Pages in CalSAWS Application (Tier 1 & Tier 2)	Online	918	CalSAWS M&E	No	22.09.14
RWR	CA-247129		Accessibility - Updates Pages in CalSAWS Application (Tier 2)	Online	997	CalSAWS M&E	No	22.09.14

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
22.06	CA-226207		DDID 2219, 2268, 2716, 2717, 2718, 2728, 2258 FDS CSC: CalSAWS Outbound IVR	Contact Center	400	CalSAWS DD&I	No	22.10.XX
22.06	CA-231234		DDID 2718 FDS CSC: Task for Cancelling an Appointment in Outbound IVR	Contact Center	255	CalSAWS DD&I	No	22.10.XX
22.06	CA-237512		QLIKSENSE Automation	Analytics	740	CalSAWS M&E	No	22.08.XX
22.07	CA-226672		DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2702, 2222, 2169, 2291, 2284 FDS CSC: Administration Page for Contact Center	Contact Center	3643	CalSAWS DD&I	No	22.10.XX
22.07	CA-226837		DDID 2699, 2210, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2721 FDS CSC: Inbound IVR	Contact Center	840	CalSAWS DD&I	No	22.09.XX
22.07	CA-226843		DDID 2701, 2706 FDS CSC: Voice Authentication: All Languages	Contact Center	600	CalSAWS DD&I	No	22.09.XX
22.07	CA-229573		DDID 2284 FDS CSC: Scheduled Callback	Contact Center	1600	CalSAWS DD&I	No	22.09.XX
22.07	CA-238993		ACIN I-72-21 SB 1232 Mass Informing Notice	Client Correspondence	278	CalSAWS M&E	Start Build	22.11.XX
22.09	CA-48513	CA-220233	Update EDBC Logic to Auto-Test for 4M when Youth 18 years or Older Exits Foster Care	CalHEERS	2044	CalSAWS M&E	Start Build	
22.09	CA-206080		ACL 18-141 CF REVISED SUPPLEMENTAL FORM FOR EXCESS MEDICAL DEDUCTIONS (CF 31)	Client Correspondence	530	CalSAWS M&E	No	
22.09	CA-215574	CA-215576	DDID 1969: CalWIN UAT Support SCR	System Test	9240	CalSAWS DD&I	No	22.09.08
22.09	CA-216033		Update SOC 452 (06/19)	Client Correspondence	67	CalSAWS M&E	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
22.09	CA-220120		Update CF EDBC Allotment Logic for Households that received Disaster Supplements or Emergency Allotments the Same Benefit Month	Eligibility	1576	CalSAWS M&E	Start Build	
22.09	CA-221913		FCED: CalWIN UAT Support SCR	Eligibility	605	Premise	No	22.09.08
22.09	CA-229461	CA-233690	Customer Non-Benefit Issuance Category (Phase II)	Fiscal	1131	CalSAWS M&E	No	
22.09	CA-236516		FDS Task Management: CalWIN UAT Support SCR	Special Project	800	CalSAWS DD&I	No	22.09.08
22.09	CA-239421		Performance: Convert current Batch ABAWD process to continuous processing	Batch/Interfaces	1269	Premise	Start Build	
22.09	CA-242350		Update Tuolumne County West America Bank Positive Pay file layout	Fiscal	161	CalSAWS M&E	Start Build	
22.09	CA-247705		Opt Out Customers Opted into E-Notifications Without BenefitsCal Account	Client Correspondence	258	CalSAWS M&E	Start Build	x
22.09	CA-247965		Update GEN 201 to Populate BenefitsCal Portal	Client Correspondence	53	CalSAWS M&E	Start Build	22.09.08
22.11	CA-205633		ACL 18-75 Phase IV-Long Term Funding for Emergency Caregivers with Placements Prior to RFA Approval	Eligibility	1001	CalSAWS M&E	No	
22.11	CA-235894		Remove 'LTC MC RE Packet Recipient' Field from Online Pages	Online	124	CalSAWS M&E	No	
22.11	CA-242760		Enhance MAGI Request Delivery and Error Logging	CalHEERS	274	CalSAWS M&E	No	
22.11	CA-246284		Update Application Source to be a Required Field	Online	316	CalSAWS M&E	Start Build	

**2. Informational Only: CalSAWS Conversion SCRs**

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

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

The next CCB Meeting scheduled for **10/13/2022**.

### 3. CalSAWS Deployment Schedule

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

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



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

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



# [CA-204193] Update CAPI Denial NOAs per newest version of NA 691

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>P Madhan Kumar</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Maria Jensen</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1116</b>
Reporter:	<b>Adelaide Mendoza</b>	Regulation Reference:	<b>California Department of Social Services (CDSS) County Forms Catalog (PUB 69)</b>	Created:	<b>08/21/2018 12:03 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Central Print, Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Adelaide Mendoza</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>07/28/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen Rapponotti on 09/06/2022

**Current Design:** Currently the automated CAPI Denial NOA generates from EDBC in the CalSAWS system under the (9/99) revision in English and Spanish only.

- Request:**
1. Update the CAPI Denial NOAs based on the newest version of the NA 691 (3/18).
  2. Implement the CAPI Denial NOAs in the following threshold languages: Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.
  3. Add State form NA 691 (3/18) to Template Repository in the following languages: English, Spanish, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.

- Recommendation:**
1. Update the CAPI Denial NOA Fragments based on the newest version of the NA 691 (3/18).
  2. Implement the CAPI Denial NOAs in the following threshold languages: Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.
  3. Add State form NA 691 (3/18) to Template Repository in the following languages: English, Spanish, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Tagalog, Vietnamese.

### Outreach

**Description:** Generate the latest version from the State website.

#### Alternative Procedure

#### Description:

#### Operational Impact:

**Estimate:** 1116

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	738	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	6	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0

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System Test Support :	366	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	6.0



# [CA-228876] Add Common NOA Fragments for Threshold Generation CalFresh

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Lianel Richwin</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Ayman Hussein</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>2533</b>
Reporter:	<b>Tiffany Huckaby</b>	Regulation Reference:	<b>7 CFR section 272.4(b); ACL 19-75</b>	Created:	<b>05/18/2021 04:13 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:		Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	<b>Correspondence Phase I/II</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Caroline Bui on 3/31/2022				
<b>Expedite Approval:</b>	Approved by JoAnne Osborn on 03/03/2022				
<b>Current Design:</b>	Not all programs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese). Generation of a Threshold Language is dependent on what languages the Template and other common NOA fragments are available in.				
<b>Request:</b>	Add the most common fragments for each program in order for new NOA fragments being added to the system to be able to be added in all Threshold Languages.				
<b>Recommendation:</b>	<p>1.) Update CalFresh NOA fragments in the following languages: (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese). Please refer to the translated fragments in the attached "CF - Fragments with Consortium Verbiage - Translations needed.xlsx &amp; Translation PDFs.zip".</p> <p>2.) Add logic to automatically generate a English version of a NOA when there is any Fragment (NOA title fragment, Action Fragment, Message Fragment, Budget Fragment, etc.) generated on the NOA that does not have the applicable language available.</p>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>2533</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	1156	DBA :	0	Design :	290
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	109	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	644	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	28.0



# [CA-246341] Add NOA M40-129D2 to CalSAWS

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Ajay Agrawal</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Anil Ankad</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>82</b>
Reporter:	<b>Connie Buzbee</b>	Regulation Reference:		Created:	<b>06/07/2022 11:22 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	<b>Correspondence Phase II</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Maria Arceo 9/07/22 Sent to Correspondence Committee as FYI				
<b>Expedite Approval:</b>	Approved by Karen Rapponotti on 9/19/22				
<b>Current Design:</b>	Currently NOA M40-129D2- Procedural Requirements - Deny 12/90 is not in CalSAWS.				
<b>Request:</b>	Add the M40-129D2 (12/90)- Procedural Requirements, Deny- Immediate Need to CalSAWS Template Repository in English language				
<b>Recommendation:</b>	Add the M40-129D2 (12/90)- Procedural Requirements, Deny- Immediate Need to CalSAWS Template Repository in English language				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>82</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	40	DBA :	0	Design :	10
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	10	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	12	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-246393] Add Form CW 371 to Template Repository**

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Singaram Manickam</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>M Devi Priya</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>82</b>
Reporter:	<b>Connie Buzbee</b>	Regulation Reference:		Created:	<b>06/08/2022 07:03 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	<b>Correspondence Phase II</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Maria Arceo 9/8/2022 Send to Correspondence Committee as FYI				
<b>Expedite Approval:</b>	Approved by Karen Rapponotti on 9/19/22				
<b>Current Design:</b>	Currently, CW 371 (7/01) - Referral to Local Child Support Agency (LCSA) is not available in CalSAWS.				
<b>Request:</b>	Add the Form CW 371 (7/01) - Referral to Local Child Support Agency (LCSA) in English language in CalSAWS Template Repository.				
<b>Recommendation:</b>	Add the Form CW 371 (7/01) - Referral to Local Child Support Agency (LCSA) in English language in CalSAWS Template Repository.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>82</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	40	DBA :	0	Design :	10
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	10	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	12	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-248749] Accessibility - Child Care Portal

- Resolved: 09/09/2022 11:17 AM

Team Responsible:	<b>Online</b>	Assignee:	<b>Ravi Gupta</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Lynnel Silva</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.09.14</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>220</b>
Reporter:	<b>Prashant Goel</b>	Regulation Reference:		Created:	<b>08/08/2022 04:28 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Business Process]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved - Karen Rapponotti - 6/28/2022				
<b>Expedite Approval:</b>	Approved - Michele Peterson 9/1/2022				
<b>Current Design:</b>	Throughout the CalSAWS Application, there are pages that do not necessarily meet 508/Accessibility standards. Perform analysis of those pages and make the appropriate updates to meet 508/Accessibility standards.				
<b>Request:</b>	Perform analysis of pages within CalSAWS System and update 508/Accessibility as needed.				
<b>Recommendation:</b>	<p>The following pages need to be assess for 508/Accessibility standards within Child Care Portal:</p> <ol style="list-style-type: none"> <li>1) Relationship List</li> <li>2) Residency List</li> <li>3) New Person Detail</li> <li>4) Case Member List</li> </ol>				
<b>Outreach Description:</b>	N/A				
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>220</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	160
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	60	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-249283] Accessibility - Updates Pages in CalSAWS Application (Tier 2)

Team Responsible:	<b>Online</b>	Assignee:	<b>M Devi Priya</b>	SPG Status:	<b>Select a value</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Lynnel Silva</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.09.x1</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>400</b>
Reporter:	<b>John Besa</b>	Regulation Reference:		Created:	<b>08/18/2022 04:37 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	<b>CalFresh Overissuances Brown-Tapia</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved - Karen Rapponotti - 6/28/2022				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	Throughout the CalSAWS Application, there are pages that do not necessarily meet 508/Accessibility standards. Perform analysis of those pages and make the appropriate updates to meet 508/Accessibility standards.				
<b>Request:</b>	Perform analysis of pages within CalSAWS System and update 508/Accessibility as needed.				
<b>Recommendation:</b>	<p>The following pages need to be assess for 508/Accessibility standards:</p> <ul style="list-style-type: none"> <li>Tax Household List</li> <li>Customer Reporting Detail</li> <li>Contact Detail</li> <li>Expense Detail</li> <li>Tax Household Detail</li> <li>WTW Status List</li> <li>MAGI Determination Summary</li> <li>Customer Options List</li> </ul>				
<b>Outreach Description:</b>	N/A				
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>400</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	400
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



## [CA-249671] Update MC 007 and DHCS 7077 in English

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Indira Ramasamy</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Maria Jensen</b>	Change Type (SCR):	<b>Policy Re-Design</b>
Minor Version:	<b>22.09.x1</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>175</b>
Reporter:	<b>Maria Jensen</b>	Regulation Reference:	<b>MEDIL I 22-26</b>	Created:	<b>08/29/2022 02:29 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen Rapponotti on 08/30/2022

**Current Design:** Currently the MC 007 (07/19) and DHCS 7077 (12/18) are available in the Template Repository in English and Spanish.

#### Request:

1. Update MC 007 in English to the newest State versions (07/22).
2. Update DHCS 7077 in English to the newest State versions (07/22).
3. Turn off Spanish versions of MC 007 and DHCS 7077. The forms are not yet updated on the DHCS website. SCR CA-249673 will implement them as soon as the updated Spanish versions become available.
4. Have Spanish versions of Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet generate with English MC 007 and English DHCS 7077.
5. Update footers for Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet in all 13 languages and 2 languages respectively, on the pages for MC 007 and DHCS 7077, to state new revision date.

#### Recommendation:

1. Update MC 007 in English to the newest State versions (07/22).
2. Update DHCS 7077 in English to the newest State versions (07/22).
3. Turn off Spanish versions of MC 007 and DHCS 7077. The forms are not yet updated on the DHCS website.
4. Have Spanish versions of Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet generate with English MC 007 and English DHCS 7077.
5. Update footers for Non-MAGI RE Packet, Mixed HH RE Packet, MC Screening Packet and MC Turning 65 Packet in all 13 languages and 2 languages respectively, on the pages for MC 007 and DHCS 7077, to state new revision date.

### Outreach

#### Description:

#### Alternative Procedure

Use current versions

#### Description:

#### Operational Impact:

#### Estimate:

**175**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	121	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0

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Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	54	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

# [CA-226984] Update FTP credentials for CHDP Interface

- Resolved: 04/22/2021 02:00 PM

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Ronak Bhatt</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[21.03]</b>	Designer Contact:	<b>Naveen Bhumandla</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>21.04.22</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>10</b>
Reporter:	<b>Prem Venugopalan</b>	Regulation Reference:		Created:	<b>03/31/2021 02:20 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Prem Venugopalan</b>	Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[CaWORKs/ CalFresh, Child Care, Foster Care/ Kin GAP/AAP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b>	Laura				
<b>Current Design:</b>	CHDP FTP credentials are outdated because of a MFT server change				
<b>Request:</b>	Change the FTP credentials to the current server				
<b>Recommendation:</b>	Change the FTP credentials to the current server				
<b>Outreach Description:</b>	NA				
<b>Alternative Procedure Description:</b>	NA				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>10</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	10
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-233369] Reschedule non daily batch jobs for cutover weekend

- Resolved: 09/22/2021 04:33 PM

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Naveen Bhumandla</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[21.07]</b>	Designer Contact:	<b>Naveen Bhumandla</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>21.09.24</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>100</b>
Reporter:	<b>Dana K. Petersen</b>	Regulation Reference:		Created:	<b>09/14/2021 11:32 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:		Funding Source:	<b>LRS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen Rapponotti on 9/15/2021

**Current Design:** C-IV County migration into CalSAWS will commence the weekend prior to Monday, 9/27/2021.

**Request:** As part of migration-related activities, the request is to:  
1) run an abbreviated batch on Friday, 9/24/2021 to reduce the overall batch window so C-IV data migration can begin in the early morning of 9/25  
2) hold batch on Saturday 9/25 as the system will be down and the migration activities will be in progress.

**Recommendation:**  
1) Friday 9/24/2021, run an abbreviated batch that consists only of regularly scheduled daily jobs, critical non-daily jobs. Reschedule any non-daily jobs to run on Thursday 9/23/2021, unless they are required to run 9/24 or any other specified date.  
2) Saturday 9/25/2021 - de-schedule all of Batch. reschedule any non-daily job to run on Thursday, 9/23/2021, unless the nature of the specific job requires it to run on any other date.

Please reference the attached 9/24 and 9/25 batch schedule forecasts for details on each job.

**Outreach Description:** NA

**Alternative Procedure Description:** NA

**Operational Impact Estimate:** **100**

Automated Test :	0	Batch/Interfaces :	15	Batch Operations :	20
BenefitsCal :	0	CalHEERS :	5	CalHEERS Test :	0
Client Correspondence :	10	DBA :	0	Design :	10
Eligibility :	0	Fiscal :	15	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	15
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	10	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-233602] 2022 Batch Holiday Calendar

- Resolved: 12/10/2021 10:41 AM

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Amrinder Gill</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[21.11]</b>	Designer Contact:	<b>Amrinder Gill</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>21.12.10</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>100</b>
Reporter:	<b>Claudia Pinto</b>	Regulation Reference:		Created:	<b>09/20/2021 08:53 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Claudia Pinto</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved at Project level from responses to CRFI 21-060

**Expedite Approval:** Approved by Karen Rapponotti on 12/01/2021

**Current Design:** The counties define the calendar year for batch schedules including Main Payroll and Foster Care Payroll towards the end of the year for the next year in conjunction with the systems and business operations. This is also based upon the future year's holiday schedule and calendar for each county. Hence, the 2022 Calendar Year Batch Schedules for each county within the System needs to be finalized based upon the county holidays for operations as well as time needed to process Main Payroll and Foster Care Payroll. A change order needs to be submitted to the operations team to update the batch schedule calendars for 2022. The new schedule will be based on the holiday schedule and confirmed batch schedule dates for interface file exchanges, Main Payroll and Foster Care payroll dates for 2022

**Request:** The counties define the calendar year for batch schedules including Main Payroll and Foster Care Payroll towards the end of the year for the next year in conjunction with the systems and business operations. This is also based upon the future year's holiday schedule and calendar for each county. Hence, the 2022 Calendar Year Batch Schedules for each county within the System needs to be finalized based upon the county holidays for operations as well as time needed to process Main Payroll and Foster Care Payroll. A change order needs to be submitted to the operations team to update the batch schedule calendars for 2022. The new schedule will be based on the holiday schedule and confirmed batch schedule dates for interface file exchanges, Main Payroll and Foster Care payroll dates for 2022

**Recommendation:** The counties define the calendar year for batch schedules including Main Payroll and Foster Care Payroll towards the end of the year for the next year in conjunction with the systems and business operations. This is also based upon the future year's holiday schedule and calendar for each county. Hence, the 2022 Calendar Year Batch Schedules for each county within the System needs to be finalized based upon the county holidays for operations as well as time needed to process Main Payroll and Foster Care Payroll. A change order needs to be submitted to the operations team to update the batch schedule calendars for 2022. The new schedule will be based on the holiday schedule and confirmed batch schedule dates for interface file exchanges, Main Payroll and Foster Care payroll dates for 2022

**Outreach Description:**  
**Alternative Procedure Description:**  
**Operational Impact:**  
**Estimate:** 100

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	60
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0

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Eligibility :	0	Fiscal :	20	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	20	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-247917] Build Activities, Fiscal, MDM, OCAT, Lobby and GAGR service for the UAT2 environment

- Resolved: 09/01/2022 05:04 PM

Team Responsible:	<b>Tech Ops</b>	Assignee:	<b>Raji Reddy</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Raji Reddy</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.08.30</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>62</b>
Reporter:	<b>Raji Reddy</b>	Regulation Reference:		Created:	<b>07/18/2022 05:09 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Grady Howe</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[Tech]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Laura Chavez on 07/21/2022				
<b>Expedite Approval:</b>	Approved by Grady Howe on 09/01/2022				
<b>Current Design:</b>	Current UAT2 environment does not have Activities, Fiscal, MDM, OCAT, Lobby and GAGR API services.				
<b>Request:</b>	Need to build Activities, Fiscal, MDM, OCAT, Lobby and GAGR API service for the UAT2 environment				
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1) Provision the new services for Activities, Fiscal, MDM, OCAT, Lobby and GAGR API's in UAT2 environment.</li> <li>2) Complete the functional validation.</li> </ol>				
<b>Outreach Description:</b>	Need to build Activities, Fiscal, MDM, OCAT, Lobby and GAGR API service for the UAT2 environment				
<b>Alternative Procedure Description:</b>	NA				
<b>Operational Impact Estimate:</b>	<b>62</b>				
Automated Test :	50	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	12	Training :	0	Translation :	0



# [CA-248832] Update Duplicate Medi-Cal EDBC Batch Job Schedule to run on batch 10-day

- Resolved: 08/19/2022 04:21 PM

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Prem Raghupathy</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Tisha Mutreja [X]</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.08.19</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>35</b>
Reporter:	<b>Renee Gustafson</b>	Regulation Reference:		Created:	<b>08/09/2022 07:38 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Nina Butler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Non-Committee approval by Nina Butler on 08/11/2022

**Expedite Approval:** Approved by Karen J. Rapponotti on 08/13/2022

**Current Design:** With CA-245297, the Frequency/Schedule for PB00E905 was updated to monthly to run on a day prior to batch 10-day before the existing Batch EDBC processing job.

The PB00E905 job relies on DERs returned from the PB00CH104 EDR sweep which also runs on the day before batch 10-day which would mean there is no time for the DERs to return before the PB00E905 job runs to process DERs in EDBC.

**Request:** Update the Batch MAGI EDBC Sweep for Duplicate MC Job to run Monthly on batch 10-day so there is time for the DERs to return.

**Recommendation:** Update Batch Job PB00E905 Batch MAGI EDBC Sweep for Duplicate MC Frequency/Schedule to: Monthly, on Batch 10-day cutoff, before the existing Batch EDBC processing job.

Dependency follows as below -  
• PB00S100 -> PB00E905 -> Batch EDBC

**Outreach Description:**  
**Alternative Procedure Description:** N/A

**Operational Impact:**  
**Estimate:** 35

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	7
BenefitsCal :	0	CalHEERS :	5	CalHEERS Test :	18
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0





# [CA-249070] Imperial County Warrant Issue Part III -DCR Update Status to Paid

- Resolved: 08/30/2022 11:11 AM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Emma Wong</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Eric Wu</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>22.08.30</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>45</b>
Reporter:	<b>Claudia Pinto</b>	Regulation Reference:		Created:	<b>08/15/2022 03:01 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Claudia Pinto</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** This SCR has been approved by non-committee review.

**Expedite Approval:** by Karen Rapponotti 8/15/2022

**Current Design:** SCR CA-248354 and CA-249069 applied DCR to reissue issuances and display Issued Status. Now need to apply DCR to update status to Paid

**Request:** Update the Issuances to Paid status

**Recommendation:** Update the Issuances to Paid status

### Outreach

**Description:**

**Alternative Procedure** N/A

**Description:**

**Operational Impact:**

**Estimate:** 45

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	28	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	12	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



# [CA-249563] Mark MC RE Packets populated with household address to print Error

- Resolved: 08/31/2022 06:13 PM

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Rekha Jaguva Rajan</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Sreekanth Kalvoju</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>22.09.01</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>22</b>
Reporter:	<b>Lalitha Valamarthi</b>	Regulation Reference:		Created:	<b>08/24/2022 12:08 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved 9/20/2022-V.Bernal

**Expedite Approval:** Approved by Karen Rapponotti on 8/24/2022

**Current Design:** The household address is populated on the 'Household members' section in the MC RE Packets for children removed from the home and placed in Foster Care.

**Request:** To flip the MC RE Packets populated with household address to print Error.

**Recommendation:** Data change to flip the MC RE Packets populated with household address to print Error on distributed documents page.

This will update the existing MC RE Packets with that contain addresses of a sensitive nature to a 'print error' status to prevent viewability from BenefitsCal and prevent re-prints to central print.

**Outreach Description:**

**Alternative Procedure Description:**

**Operational Impact:**

**Estimate:** **22**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	22	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-249955] Increase processing rate of Case Purge to 30,000 cases

- Resolved: 09/08/2022 11:28 AM

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Chris Larson</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Michael A. Wright</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>22.09.08</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>10</b>
Reporter:	<b>Chris Larson</b>	Regulation Reference:		Created:	<b>09/07/2022 08:43 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Frederick Gains</b>	Training Impacted:		Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Usability]</b>	Funding Source ID:	<b>N/A</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Laura Chavez on 9/6/2022 by Frederick Gains				
<b>Expedite Approval:</b>	Approved by Laura Chavez on 9/6/2022 by Frederick Gains				
<b>Current Design:</b>	The Case Purge batch job is configured to process 20k cases per batch run.				
<b>Request:</b>	Update the Case Purge batch's configuration to process 30k cases per batch run.				
<b>Recommendation:</b>	1) Submit a BPCR to increase the processing rate of case purge from 20k records per night to 30k.				
<b>Outreach Description:</b>	N/A Tech change only				
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>10</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	10	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-241253] BenefitsCal - CBO task**

Team Responsible:	<b>BenefitsCal</b>	Assignee:	<b>Mayuri Srinivas [X]</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Mayuri Srinivas [X]</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.29</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>279</b>
Reporter:	<b>Melissa Mendoza</b>	Regulation Reference:		Created:	<b>02/16/2022 04:39 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Dymas Pena</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Self Service Portal]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>09/01/2022</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee**

**Review:**

**Expedite Approval:** Approved by Karen Rapponotti on 6/3/2022

**Current Design:**

The Self-Service Portal will create a Task when a request for a CBO Account is received. The assignment logic first looks for a Position in the County that can receive "External Agency Admin" Tasks. If a Position is not found, the logic looks for a Task Bank in the County that can receive "External Agency Admin" Tasks. If a County configures both a Position and a Task Bank that can receive "External Agency Admin" Tasks with the intent to use the Get Next functionality, the existing logic will never route the Task directly into a Task Bank.

The "Request to create a CBO account" Task does not utilize the Automated Action framework.

**Request:**

Introduce an Automated Action for the "Request to create a CBO account" Task. The Self Service Portal logic for the Task will use the Automated Action framework.

**Recommendation:**

Modify the Default Assignment logic to evaluate for the Task Banks prior to Positions.

Create an Automated Action for the "Request to create a CBO account" Task Type.

Modify the Self Service Portal logic for the Task to use the Automated Action framework.

Modify the Default Assignment logic to evaluate for the Task Banks prior to Positions.

**Outreach**

**Description:**

**Alternative**

None

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:** 279

Automated Test :	64	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	72
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	118
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	0	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Tech Translation :	0
		Training :	0		



# [CA-243646] Update POS (position) Records for Generic Workers to Support Wave 1 Counties Migrating from CalWIN

Team Responsible:	<b>Online</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Gerald Limbrick</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:	<b>22.10.14</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>103</b>
Reporter:	<b>Gerald Limbrick</b>	Regulation Reference:		Created:	<b>04/07/2022 06:16 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Data Impact, Training]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Logan Pratt</b>	Training Impacted:	<b>[CFP/WBT, Data]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[IVR &amp; Contact Center, Usability]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/13/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Logan Pratt

**Expedite Approval:**

**Current Design:**

Counties migrating to CalSAWS from CalWIN do not have a Generic Worker Position or Staff

**Request:**

As each CalWIN Wave 1 County migrates into CalSAWS:

- Add Phone Number and Email Address for Conversion worker staff
- Add Positions, Phone Numbers and Email Addresses, for the counties' RCC (Regional Call Center) Generic Worker Staff

**Recommendation:**

Assumptions:

Assumption #1: The CalWIN Conversion team will create a POS table record and a STAFF\_POS\_ASSIGN record for each Wave 1 CalWIN County by or before Cutover B (after Cutover A). System Administered Worker code (POS.SYS\_ADMIN\_CODE) '03' (Batch) will be used to set the positions as administered by the project, so these workers will not be editable thru CalSAWS. The positions will be associated to Staff records created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties". The positions will be associated to the Units with Identifs (UNIT.UNIT\_NUM\_IDENTIF) '00' in each county (the units created with SCR CA-247247).

Assumption #2: A CRFI (County Request for Information) will be sent to CalWIN counties with SCR CA-247247 to determine which Office and what email address to associate with the counties Generic Workers.

Requirements:

1. Add an email address for each Wave 1 county's Conversion Worker Staff, using the email address from the CRFI Response. Note: These Staff records are created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties".
  - a. Set the email address Type as 'PR' (Primary)
  - b. Use the email address from the CRFI Response
2. Add a phone number (POS\_PH\_NUM/PH\_NUM table records) for each Wave 1 county's Conversion Worker as the county's IVR phone number. Note: These position records must be created first; See Assumption #1.
  - a. Set the phone number Type as 'MN' (Main)
  - b. Use the county's IVR phone number:
    - i. Placer = 888-385-5160
    - ii. Yolo = 855-278-1594

3. Add an email address for each Wave 1 county's RCC Worker Staff, using the email address from the CRFI Response. Note: These Staff records are created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties".
  - a. Set the email address Type as 'PR' (Primary)
  - b. Use the email address from the CRFI Response
  
4. Add a Position and Worker (POS & STAFF\_WRKR) for each Wave 1 county's RCC Worker Staff (these are the RCC Staff records are created with SCR CA-247247) (Tech Note. STAFF\_WRKR is normally created thru a trigger on the POS table)
  - a. Use the offices from the CRFI responses
  - b. System Administered Worker code = '01' (Generic Worker) (Tech Note: This is the POS.SYS\_ADMIN\_CODE)
  - c. Set the UNIT as the Unit with Identif '00' for each county (the UNIT created with SCR CA-247247)
  - d. Status = 'AC' (Active)
  - e. Max Case Load (POS.MAX\_CASE\_LOAD\_QTY) = NULL (no maximum)
  - f. System Administered = 'Y' (Yes) (Tech Note: This is the POS.SYS\_ADMIN\_IND)
  - g. Auto Assign Indicator = Null (not specified)
  - h. POS Identif (for the front end) = '00'
  - i. Assignments Type = Null (Not Specified) (Tech Note: This is the POS.ASSIGN\_TYPE\_CODE)
  - j. IHSS Referral Auto Assignments = 'N' (No, the position cannot have In-Home Supportive Services (IHSS) referrals automatically assigned to it)
  - k. System Administered Indicator (POS.SYS\_ADMIN\_IND) = 'Y' (Yes, System Administered, the Position is not editable thru the front end)
  - l. Maximum Intake Cases = NULL (The maximum number of intake cases which should be assigned to this office position is not defined)
  - m. Type = NULL (POS.Type\_Code)
  - n. Authorization Threshold = '0' (\$0.00 EDBC authorization threshold)
  - o. Section = NULL
  - p. Assign Queue Indicator = 'N'
  - q. SSI Referrals Indicator = 'N' (This Position does not receive SSI Referrals)
  - r. AGENCY\_POS\_XREF\_IDENTIF = NULL (Note: This column captures DCFS Position identification to identify the DCFS cases)
  - s. ACTN\_STEP\_REQRD\_IND = NULL (Note: This column captures whether the worker associated to the position must action all task action steps before the task is completed.)
  
5. Add a phone number for each Wave 1 county's RCC Worker as the county's IVR phone number. Note: These position records must be created first; See Assumption #1.
  - a. Set the phone number Type as 'MN' (Main)
  - b. Use the county's IVR phone number:
    - i. Placer = 888-385-5160
    - ii. Yolo = 855-278-1594

Note: No Design Document Needed.

CRFI to determine an Office and E-mail that the Generic Workers should be associated to, for each county

**Outreach  
Description:  
Alternative  
Procedure**

N/A

**Description:  
Operational Impact:  
Estimate:**

**103**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	56
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	47	Tech Arch :	0	Tech ForgeRock :	0

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Tech Ops :

0

Training :

0

Translation :

0

 **[CA-248581] Add NOA References for CalWIN Conversion NOAs**

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Rekha Jaguva Rajan</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Connor Gorry</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.10.14</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>60</b>
Reporter:	<b>Tiffany Huckaby</b>	Regulation Reference:		Created:	<b>08/03/2022 02:15 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Haikaz (Mike) Tombakian</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Mike Tombakian and Christy Sharma (8/31/2022)

**Expedite Approval:** Approved by Karen Rapponotti (8/31/2022)

**Current Design:** While evaluating what CalSAWS NOAs should be referenced for the CalWIN conversion NOAs it was found that there were CalWIN NOAs that do not have a one-to-one match in CalSAWS. When brought over to CalSAWS the conversion NOAs need to have a hyperlink on the Distributed Documents page that describes the file.

**Request:** Add new entries into the database specifically for Conversion data. These entries will contain values for the NOAs to display appropriately in the Distributed Documents page.

- Recommendation:**
- 1.) Add database entries for Conversion NOAs that currently do not have a matching NOA in CalSAWS.
  - 2.) Update existing turned off Fragments that Conversion data is using to be referenced as Conversion in the database to prevent changes or attempted reuse of those line items as that would impact the Conversion documents.
  - 3.) Create dummy form value for Conversion NOAs from GA/GR program.

Note: Forms/NOA labels of 'Conversion' will appear as a back-end change only. Forms/NOAs added in the CalWIN System between this SCR's release and cutover will be addressed with a future SCR.

**Outreach**

**Description:**  
**Alternative Procedure** N/A

**Description:**  
**Operational Impact:**  
**Estimate:** 60

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	40	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	20	Tech Arch :	0	Tech ForgeRock :	0



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Tech Ops :

0

Training :

0

Translation :

0



# [CA-249557] Update MC RE packets to populate Primary Applicant's Address on 'Household Members' section

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Manisha Chatterjee</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Nithya Chereddy</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.29</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>120</b>
Reporter:	<b>Nithya Chereddy</b>	Regulation Reference:		Created:	<b>08/24/2022 11:33 AM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by V. Bernal 9/01/2022				
<b>Expedite Approval:</b>	Karen J. Rapponotti on 8/24				
<b>Current Design:</b>	With the SCR CA-249296 the MAGI RE Packet, Non-MAGI RE Packet, and Mixed MC RE Packet were updated to stop populating the Household member's address in the 'Household Members' section.				
<b>Request:</b>	The MAGI RE Packet, Non-MAGI RE Packet, and Mixed MC RE Packet should populate the Primary Applicant's address in the 'Household Members' section.				
<b>Recommendation:</b>	Update the MAGI RE Packet, Non-MAGI RE Packet, and Mixed MC RE Packet to populate the Primary Applicant's address in the 'Household Members' section.				
	Note: There is no design document for this SCR as the recommendations are added to Jira.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>120</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	30	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	60	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	30	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-249822] San Diego County - Conduct Rush Warrant Testing**

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Lalitha Valamarthi</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Nithya Chereddy</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.xx</b>	Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>42</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>09/01/2022 03:21 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Sheryl Eppler (9/1/2022)				
<b>Expedite Approval:</b>	Karen Rapponotti - Approved - 09/01/2022				
<b>Current Design:</b>	San Diego County Rush Warrants are printed via a text file.				
<b>Request:</b>	Conduct Rush Warrant testing with San Diego County.				
<b>Recommendation:</b>	San Diego County Only - conduct Rush Warrant testing to ensure San Diego can print Rush Warrants in the CalSAWS system.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>42</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	40	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-225079] ACL 22-27 Electronic Benefit Transfer (EBT) Scam Benefit Code

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Romel Acosta</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Jimmy Tu</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>183</b>
Reporter:	<b>Michele Peterson</b>	Regulation Reference:	<b>ACL 22-27</b>	Created:	<b>02/11/2021 08:53 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>09/01/2022</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Deanna Rotert on 09/19/2022

**Current Design:** Currently, benefits that are lost due to Electronic Theft skimming or scams can be replaced on Issuance Detail page by clicking the 'Replace' button.

**Request:** Update the system to send the new benefit type code of Electronic Theft Replacement Scam for issuances that are replaced due to "Scam".

- Recommendation:**
1. Update Issuance Detail page to send the benefit type code to EBTSC when issuances are due to Scam.
  2. Update Code Detail table category 2055 to include a new benefit type for Electronic Theft Replacement Scams (EBTSC).
  3. Update daily EBT outbound Cash Writer interface (POxxF441) to send the 'EBTSC' benefit type.
  4. Perform inbound and outbound partner testing for the new benefit type code of Electronic Theft Replacement Scam (EBTSC).

### Outreach

#### Description:

**Alternative Procedure** N/A

#### Description:

#### Operational Impact:

**Estimate:** 183

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	102	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	66	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		

## [CA-241852] Support SCR to provide responses to Consortia queries

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Girish Chakkingal</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Girish Chakkingal</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>1360</b>
Reporter:	<b>Balakumar Murthy</b>	Regulation Reference:		Created:	<b>03/01/2022 02:13 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Karen J. Rapponotti</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	<b>N/A</b>
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Karen on 9/12/22				
<b>Expedite Approval:</b>	Expedited Approval provided by Karen J. Rapponotti on Mon 9/12/2022 11:48 AM				
<b>Current Design:</b>	This SCR is to handle all the support activities to respond to consortium queries, running DCRs and other extended support.				
<b>Request:</b>	Support and rectify any data issue/s creates in CalSAWS and perform data cleanup in CalSAWS system due to inbound file issues from partners. This SCR is used to charge time for release regression testing activities.				
<b>Recommendation:</b>	NA				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	None				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>1360</b>				
Automated Test :	0	Batch/Interfaces :	250	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	50	CalHEERS Test :	0
Client Correspondence :	150	DBA :	0	Design :	0
Eligibility :	150	Fiscal :	150	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	100
Performance :	0	Release Communication Support :	0	Reports :	150
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	360	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-246101] Update the e-Applications Job Aid for CA-236772**

Team Responsible:	<b>Training</b>	Assignee:	<b>Cristina Garcia</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Cristina Garcia</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>25</b>
Reporter:	<b>Dymas Pena</b>	Regulation Reference:		Created:	<b>05/31/2022 07:40 PM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Training]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Dymas Pena</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Joyce Oshiro 09/08/2022 - Approved

**Expedite Approval:** Approved by Deanna Rotert on 9/19/2022

**Current Design:** The e-Applications job aid did not include information for SCR CA-236772. A single e-Applications job aid exists to capture various pages for Self Service Portal e-Tools pages.

**Request:** Update the e-Applications job aid and create new job aids to include information for SCR CA-236772 and to more accurately reflect the pages and functionality for easier access to needed information

- Recommendation:**
1. Create the following job aids:
    - a) Self-Service Portal (SSP) - e-Messages
    - b) Self-Service Portal (SSP) - Case Link Requests
  2. Update the e-Applications job aid for the following:
    - a) Update for SCR CA-236772
    - b) Update to remove content moved to the job aids created in recommendation #1
    - c) Change the name to: Self-Service Portal (SSP) - e-Applications

**Outreach Description:** Update Job Aid

**Alternative Procedure Description:** None

**Operational Impact Estimate:** 25

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

## [CA-246166] Validate Masked Environment AWS Account Creation

Team Responsible:	<b>Tech Ops</b>	Assignee:	<b>Inderjot Malik</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Inderjot Malik</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.12.xx</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1907</b>
Reporter:	<b>Inderjot Malik</b>	Regulation Reference:		Created:	<b>06/02/2022 08:52 AM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Brian Rodgers</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;O</b>
Project Phase (SCR):	<b>Assembly Test</b>	Committee:	<b>[Tech]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>06/30/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:**

Approved by Laura C. on 06/30/2022

**Expedite Approval:**

yes - approved by Laura Chavez - attached the email.

**Current Design:**

All Dev environments are currently hosted in application-development account which have a mix of masked and unmasked DataSets.

**Request:**

Request is to enable offshore access to masked Env's.

**Recommendation:**

1. Create a new AWS account , which will host all the masked data set Env's -

Assembly Test 1  
Regression Automated Test  
Assembly Test 2  
CalHEERs1  
CalSAWS Batch Regression 1  
Online Enhancement  
Unit Test DB 2  
System Test 1  
System Test 2  
System Test 3  
System Test 4  
System Test 5  
System Test 6  
CalSAWS Batch Regression 2  
AT5  
Training Dev 1  
AT6  
STG4  
STG5  
AT3  
AT4  
Unit Test DB 1  
CC1  
Perf Test online  
batch perf test

2. Delete the above environments from old app-dev account after validations in the new account.

**Outreach Description:**

**Alternative Procedure**

N/A

**Description:**

**Operational Impact:**

**Estimate: 1907**

Automated Test :	1001	Batch/Interfaces :	570	Batch Operations :	0
BenefitsCal :	40	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	266	Tech Arch :	30	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0





## [CA-247484] Enhance CalSAWS authentication framework to support accepted redirect urls

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Bishal Acharya</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Raheem Raasikh</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>92</b>
Reporter:	<b>Kevin Hooke</b>	Regulation Reference:		Created:	<b>07/06/2022 09:50 AM</b>
Status:	<b>Development Complete</b>	Impact Analysis:	<b>[Other]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Brian Rodgers</b>	Training Impacted:		Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Contact Center DDI</b>
Consortium Review Approval:		Approved by Committee:	<b>08/30/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Grady H. on behalf of Laura C on 8/30				
<b>Expedite Approval:</b>	Approved by Grady H. on behalf of Laura C on 8/30				
<b>Current Design:</b>	CalSAWS system use ForgeRock IAM for authentication. When user's login with their credentials, upon successful authentication, ForgeRock generates OAuth token and redirect users to CalSAWS Homepage. Currently, post successful authentication the user is always redirected to CalSAWS Homepage url.				
<b>Request:</b>	CalSAWS application should be able to launch the redirect url passed by an application post successful authentication. Post authentication of user in eCCP application and launching of CalSAWS application should open the /c-iv/utilities/ContactCenter/manage page.				
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1. Update CalSAWS authentication framework to support a set of approved redirect URLs post authentication using Single Sign On. Upon successful login, the application can open the redirect URL without being redirected to CalSAWS Homepage.</li> <li>2. Add c-iv/utilities/ContactCenter/manage url to the list of supported redirect urls.</li> </ol>				
<b>Outreach Description:</b>	User can login to the CalSAWS application first and that will redirect the user to CalSAWS homepage. After that that subsequent attempts to open /c-iv/utilities/ContactCenter/manage from eCCP will correctly open at the requested page				
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>92</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	1	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	1	Tech Arch :	80	Tech ForgeRock :	10
Tech Ops :	0	Training :	0	Translation :	0



# [CA-247821] Performance - Enhance Forms Bundling architecture to reduce forms size.

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Kenneth J. Lerch</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Sumeet Patil</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>270</b>
Reporter:	<b>Sumeet Patil</b>	Regulation Reference:		Created:	<b>07/14/2022 09:33 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Technology Impact]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Grady Howe</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Tech]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/12/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Laura C. on 9/12/2022

**Expedite Approval:** Approved by Laura C. on 9/12/2022

**Current Design:** The Forms architecture uses iText library to bundle forms before it gets sent to the Print vendor.

**Request:** Use PDFSmartCopy feature from iText library to optimize the bundle size

**Recommendation:** Update Forms bundling architecture to use PDFSmartCopy API from iText library.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact Estimate:** **270**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	120	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	40	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	30	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	40	Tech Arch :	40	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-247891] Update JA eApplications and Create New Job Aid - SSP Customer Privacy

Team Responsible:	<b>Training</b>	Assignee:	<b>Nour Bibars</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Cristina Garcia</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>30</b>
Reporter:	<b>Connie Buzbee</b>	Regulation Reference:		Created:	<b>07/18/2022 09:39 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Training]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Connie Buzbee</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Tatiana Muresan on 8/05/2022

**Expedite Approval:** Approved by Deanna Rotert on 9/19/2022

**Current Design:** The e-Applications job aid contains a section for adding Customer Privacy records in CalSAWS.

**Request:** So privacy information is more reader friendly, create a new Self-Service Portal (SSP) Customer Privacy job aid that will provide instructions for adding a Customer Privacy record to a case to prevent case data from being sent to the Self-Service Portal (SSP).

Remove Customer privacy from the e-Applications job aid.

**Recommendation:**

Recommendation for the CalSAWS Training Team:

- 1) Upload the following new job aid to Online Help and LMS:  
JA Self-Service Portal (SSP) - Customer Privacy
- 2) Upload the updated job aid to Online Help and LMS:  
JA e-Application (now titled: JA Self-Service Portal (SSP) - e-Applications

1) Update the e-Application job aid to remove Customer Privacy.  
Note: 22.11 SCR CA-246101 changes the name of the e-Application job aid to Self-Service Portal (SSP) - e-Applications

2) Create Self-Service Portal (SSP) - Customer Privacy job aid which will provide instructions for adding a customer privacy record to a case to prevent case data from being sent to the Self-Service Portal (SSP).

**Outreach Description:** Update Job Aid

**Alternative Procedure Description:** None

**Operational Impact:**  
**Estimate:** 30

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



## [CA-248379] Create a BPCR and network connection to setup E2Lite for Contra Costa County

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Naveen Bhumandla</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Naveen Bhumandla</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.12.30</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>45</b>
Reporter:	<b>Carlos Zepeda</b>	Regulation Reference:		Created:	<b>07/28/2022 03:11 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Carlos Zepeda</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Carlos Zepeda on 8/31/2022

**Expedite Approval: Current Design:**

CA-243960 creates the E2Lite Interface jobs for CalWINS Counties. This SCR will establish the network connectivity with Contra Costa county.

**Request:**

1. Create a BPCR to add FTP information on E2Lite for Contra Costa county.
2. County partner integrated testing is required.

**Recommendation:**

1. Create a BPCR to add FTP information on E2Lite for Contra Costa county.
2. County partner integrated testing is required.

**Outreach**

**Description:**

**Alternative Procedure Description:** N/A.

**Operational Impact: Estimate:** **45**

Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	5	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-249656] Enhance Child Care API to enable content security headers

Team Responsible:	<b>Tech Arch</b>	Assignee:	<b>Alan Yaung</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Sumeet Patil</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>130</b>
Reporter:	<b>Prashant Goel</b>	Regulation Reference:		Created:	<b>08/29/2022 06:04 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Security]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>David Bruhn</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Tech]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by	<b>09/12/2022</b>	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Approved by Laura C. on 9/12/2022

**Expedite Approval:** Approved by Laura C. on 9/12/2022

**Current Design:** The Child Care API does not include content security headers.

**Request:** It is recommended to enable content security header .

**Recommendation:** Update the Child Care API to enable content security headers as part of API response. A Content Security Policy (CSP) of default-src will be enabled for Child Care API.

**Outreach Description:**

**Alternative Procedure Description:**

**Operational Impact:**

**Estimate:** **130**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	10
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	40	Security :	0	Tech ForgeRock :	0
Tech Ops :	40	Tech Arch :	40	Translation :	0
		Training :	0		

## [CA-201813] Display Important County Dates Phase I

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Angela Zhao</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>1755</b>
Reporter:	<b>Duke Vang</b>	Regulation Reference:		Created:	<b>04/02/2018 01:43 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Carlos Zepeda</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Usability]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	<b>CIV-100040</b>
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Carlos Zepeda on 8/30/2022

**Expedite Approval:**  
**Current Design:** At the end of each calendar year, Counties are required to identify all holidays observed for the following year. These dates are used to determine when batch jobs will and will not run throughout the year. To change or update the holiday dates, Counties must make special requests and follow the Change Request (CR) process.

**Request:** Create a process which will allow each County to view County Holiday Dates and other important County Dates. The process will be implemented in two phases. This SCR CA-201813 will be phase 1 and SCR CA-237401 will be phase 2.

- Recommendation:**
1. Create a new page with a Calendar. The Calendar will display all County Holidays, Main Payroll Dates, 10-Day cutoff Dates, and Batch Discontinuance Dates.
  2. Create a new page to view details of a specific Calendar entry.
  3. Move all Important County Dates from Codes tables to a separate table in the database. Change architecture and scripts to use new table.
  4. Modify the architecture Date class to use the new table for the holiday and bank holiday logic.
  5. Modify Batch FAC Helper module to use the new Holiday table.
  6. Modify Program Person Sanction Status Update Batch module to use the new Holiday table.
  7. Modify Medi-Cal Auto Rescind batch job (PB00E155) to use the new Holiday table.
  8. Modify Sync SNB with CalFresh batch job (PB00E111) to use the new Holiday table.
  9. Modify Fiscal Batch jobs to use the new Holiday table.

Please find more details in the design document.

**Outreach Description:**  
**Alternative Procedure Description:** N/A.  
**Operational Impact:**  
**Estimate:** 1755

Automated Test :	0	Batch/Interfaces :	186	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	34	CalHEERS Test :	0
Client Correspondence :	134	DBA :	0	Design :	0
Eligibility :	34	Fiscal :	214	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	565
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	368	Tech Arch :	70	Tech ForgeRock :	0

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Tech Ops :

0

Training :

0

Translation :

0



## [CA-203671] ACWDL 18-17 and 17-25: Add MC 604 MDV Doctor's Verification to Template Repository

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Maria Jensen</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>282</b>
Reporter:	<b>Carlos Camarena</b>	Regulation Reference:	<b>ACWDL 18-17 and 17-25: Add MC 604 MDV Doctor's Verification to Template Repository</b>	Created:	<b>07/20/2018 04:01 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Central Print, Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Virginia C. Bernal</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:	<b>Virginia Bernal</b>	Approved by Committee:	<b>09/16/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:	<b>08/19/2021</b>				
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b>					
<b>Current Design:</b>	The form MC 604 MDV Doctor's Verification for Home and Community Based Services Under Spousal Impoverishment Provisions was released previously in All County Welfare Directors Letter (ACWDL) 17-25, in English language only. The MC 604 MDV form currently does not exist in the CalSAWS System.				
<b>Request:</b>	ACWDL 18-17 provides threshold language translations of the MC 604 MDV Doctor's Verification for Home and Community Based Services Under Spousal Impoverishment Provisions.				
<b>Recommendation:</b>	<p>Add the MC 604 MDV Doctor's Verification in English, and the following CalSAWS Threshold Languages to the Template Repository for all 58 Counties:</p> <ul style="list-style-type: none"> <li>• Arabic</li> <li>• Armenian</li> <li>• Cambodian</li> <li>• Chinese</li> <li>• Farsi</li> <li>• Hmong</li> <li>• Korean</li> <li>• Laotian</li> <li>• Russian</li> <li>• Spanish</li> <li>• Tagalog</li> <li>• Vietnamese</li> </ul>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	Generate form from State website.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>282</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	80



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Client Correspondence :	166	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	5	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	0	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	21.0
		Training :	0		



## [CA-227571] GR Hearing Notices

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Ayman Hussein</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>384</b>
Reporter:	<b>Adelaide Mendoza</b>	Regulation Reference:		Created:	<b>04/15/2021 11:45 AM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Adelaide Mendoza</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** no committee required, Approved by Region 6 Tina Tamara on 8/24/22

**Expedite Approval:**

**Current Design:**

The GROW Hearing Notices are showing information for the GR Hearing Officer and not the GROW Hearing Officer. GR and GROW Hearing Notices were updated per our request in July 2020; however it was stressed that the dynamic information on both notices was different. The change eliminate the GROW Hearing information and is incorrectly informing customers of their hearing officer contact information.

**Request:**

Add the GROW Hearing officer phone number to the GROW Hearing Notices

**Recommendation:**

Add the GROW Hearing officer phone number to the GROW Hearing Notices

**Outreach**

**Description:**

**Alternative**

N/A

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:**

**384**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	211	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	138	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-229852] Update Establishment logic for CalFresh TOP Intercepts during reapplication

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Eric Wu</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>104</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>06/10/2021 01:07 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Tax Intercept]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/07/2022</b>	Other Agency Cross Reference:	<b>CIV-101422</b>
Consortium Review Approval Date:					

**Non-Committee Review:**

**Expedite Approval: Current Design:**

When a CalFresh Program is discontinued, any outstanding Recovery Accounts are evaluated for delinquency. If there has been no payment after 30 days and the Responsible Party has not been Active on any CalFresh program more than 90 days, the CalFresh Recovery Account is submitted to the Welfare Intercept System (WIS) to be established at the Treasury Offset Program (TOP). The system uses the latest inactive status to evaluate if a person has not been Active on any CalFresh program more than 90 days. This resets the 90 days period if an application/reapplication comes in during the evaluation period. For example, a CalFresh program is discontinued in March. The customer reapplies and gets denied in May. The system counts the 90 days starting from May instead of March and results the account establishment to be delayed in WIS.

**Request:**

Update the system to stop resetting the 90 days period when there is an application/reapplication.

**Recommendation:**

Update the Tax Intercept Writer (POXXF604) establishment logic to count 90 days starting from the date when the Responsible Party becomes inactive on a CalFresh program within a county.

**Note:**

1. This update does not impact L.A. County as L.A. County uses TTC for Tax Intercept.
2. The logic is checking the CalFresh Program Person status and not the Responsible Party status.

**Outreach**

**Description:**

**Alternative**

N/A

**Procedure**

**Description:**

**Operational Impact:**

**Estimate: 104**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	66	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	28	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-236332] CALFRESH BENEFIT REPLACEMENT DUE TO ELECTRONIC THEFT

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Sidhant Garg</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Jimmy Tu</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Production Deployment</b>	Estimate:	<b>474</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:	<b>ACL 21-133</b>	Created:	<b>11/05/2021 07:37 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/03/2022</b>	Other Agency Cross Reference:	<b>CA-239609, CA-239721 CA-209721</b>
Consortium Review Approval Date:					

### Non-Committee

#### Review:

**Expedite Approval:** Approved by Karen Rapponotti on 11/05/2021

**Current Design:** CalFresh Electronic theft benefit replacements (for skimming/scamming) cannot be done in CalSAWS today. Currently CalSAWS counties are replacing these benefits outside of CalSAWS and issuing directly from FIS.

**Request:** This request is to update the system to allow CalFresh EBT benefits to be replaced due to Electronic Theft with the EBT Benefit Type Code of "Electronic Theft Replacement Cash Benefits" (ETRCB).

- Recommendation:**
1. Update the Issuance Detail page to make the "Status Reason" field a required field if the replace button is clicked for CalFresh.
  2. Update the Issuance Detail page to set the Aid Code to 99 – Electronic Theft Replacement Cash Benefit when replacing an Issuance due to EBT Theft.
  3. Update the EBT host-to-host interface for rush issuances to send the 'ETRCB' benefit type when a CalFresh issuance is replaced.
  4. Update Code Detail tables category 623 to include new pay code and category 10547 to rename skimming and scam.
  5. Update EBT and Claiming Batch jobs.
  6. Add the new Fund Codes in the system to store the accounting string information for CalFresh EBT Theft Replacements for Los Angeles and Riverside Counties only.
  7. Add the new Pay Code in the system for CalFresh EBT Theft Replacements due to electronic theft.
  8. Perform the interface file testing for LA and Riverside's County new fund codes.

### Outreach

#### Description:

**Alternative Procedure Description:** N/A

#### Operational Impact:

**Estimate:** 474

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	290	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	139	Tech Arch :	0	Tech ForgeRock :	0

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Tech Ops :

0

Training :

0

Translation :

0



# [CA-245246] Santa Clara County - Add Auditor Signature and update Rush Warrant Print Template

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Connor Gorry</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>70</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>05/05/2022 03:21 PM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Jessica Bunting (Santa Clara) - Approved. 08/31/2022.

**Expedite Approval:** Karen Rapponotti - Approved - 08/31/2022

**Current Design:** Santa Clara County currently has the Auditor signature printed onto their Rush Warrants by the CalWIN system.

**Request:** Santa Clara County has requested to add the Auditor Signature to their Rush Warrant template in the CalSAWS system.

- Recommendation:**
- Santa Clara County Only:
- 1) Add the Auditor signature to print when a Rush Warrant is printed from the CalSAWS system.
  - 2) Have the county verify the placement of the signature and printing of the Rush Warrant after the signature image is placed on the template.
  - 3) Update the Rush Warrant print template:
    - Auditor Signature
    - Populate on Memo Line
      - Aid Code
      - Case Number
      - Benefit Month
  - 4) Ensure that for Foster Care warrants, the 'For' line will contain the child's name.
    - Add a 'Foster Care' warrant variation for Santa Clara County.
  - 5) Perform warrant validation with Santa Clara County.

NOTE: List of County Contacts for Testing Efforts is attached.

**Outreach Description:**

**Alternative Procedure Description:**

**Operational Impact:**

**Estimate:** 70

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	65	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	5

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



# [CA-245249] Contra Costa County - Update Rush Warrant Print Template

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Connor Gorry</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>70</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>05/05/2022 03:32 PM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Sheryl Eppler (8/31/2022)

**Expedite Approval:** Approved by Karen Rapponotti (8/31/2022)

**Current Design:** Contra Costa County currently has the Aid Code, Case Number and Benefit Month printed onto the Memo line of their Rush Warrants by the CalWIN system.

**Request:** Contra Costa County has requested to add the Aid Code, Case Number and Benefit Month printed onto the Memo line of their Rush Warrants template in the CalSAWS system.

- Recommendation:**
- Contra Costa County Only:
- Update the Rush Warrant print template:
    - Add or Populate the following fields:
      - Case Number
      - Aid Code
      - Benefit/Service Month
      - Payee Address Field
      - Worker ID Field
  - Add Vendor variations for existing warrant types.
  - Perform warrant validation with Contra Costa County.

**NOTE:**

- Payee Name and Address should be next to the PAY TO THE ORDER OF
- Payee Name should add both vendor and customer names. For e.g., (Pay to the order of : ABC Cleaners for Jan Smith, ABC Cleaner's address)

County Contact is Subramanian Chidambaram 925-655-0805 schidambaram@ehsd.cccounty.us

**Outreach**

**Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 70

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	65	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0



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Imaging :	0	IVR/CC :	0	Online :	5
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :	0	Special Project :	0
System Test Support :	0	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		

## [CA-245276] Test Office IDs for Non-Centralized Counties in Wave 2

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Maria Jensen</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>110</b>
Reporter:	<b>Maria Jensen</b>	Regulation Reference:		Created:	<b>05/06/2022 09:45 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[Central Print]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[Other]</b>	Funding Source ID:	<b>Application Development and Test</b>
Consortium Review Approval:	<b>Maria Arceo</b>	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	<b>08/17/2022</b>				
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b>					
<b>Current Design:</b>	<p>CA-217127 migrated the BRM office addresses from CalWIN to CalSAWS. Only the default approach could be tested, namely the centralized logic, for all counties. SCRs CA-245276, CA-245277 and CA-245278 were created to test the office IDs for Non-Centralized Counties in waves. Once office IDs were offered by conversion team, these 3 SCRs respectively will update refer_table_9_descr and will test the non-centralized logic for the remaining 4 Non-Centralized Counties.</p>				
<b>Request:</b>	CA-217127 Test Office IDs for Non-Centralized Counties in Wave 2 (Tulare County)				
	Note: this SCR does NOT have a Design Document.				
<b>Recommendation:</b>	CA-217127 Test Office IDs for Non-Centralized Counties in Wave 2				
	Note: this SCR does NOT have a Design Document.				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>110</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	70	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	40	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

## [CA-245393] Updates to MC 355 Page

Team Responsible:	<b>Online</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.01]</b>	Designer Contact:	<b>Andrea Rodriguez</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>121</b>
Reporter:	<b>Lawrence Samy</b>	Regulation Reference:		Created:	<b>05/10/2022 03:51 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Nina Butler</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

### Non-Committee

**Review:**

**Expedite Approval:**

**Current Design:** With SCR CA-50988 (MC 355) a new task was introduced to alert a worker when documents requested in the MC 355 were received. This automated action is now obsolete. The Task creation from the receipt of Documents, such as the MC 355, is now handled via the Document Routing Rule processing. Currently, the character limit on the Customer Notice section of the MC 355 Verification Detail page is 150 characters.

**Request:** This SCR will update the character limit on the Customer Notice section of the MC 355 Verification Detail page to 500 characters. The obsoleted "Document Received: MC 355" Automated Action will be deactivated.

- Recommendation:**
1. Update the character limit on the Customer Notice section from 150 to 500 on the MC 355 Verification page.
  2. Deactivate the obsoleted "Document Received: MC 355" Automated Action.
  3. Update the MC 355 and MC 355 Reminder forms in English, Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese to allow 500 characters in the 'Customer Notice' Section instead of the existing 150 Character limit.

### Outreach

**Description:** None

### Alternative Procedure

**Description:**

### Operational Impact:

**Estimate:** 121

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	60	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	40
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	16	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



# [CA-248380] Create a BPCR and network connection to setup E2Lite for Ventura County

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Naveen Bhumandla</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.02]</b>	Designer Contact:	<b>Naveen Bhumandla</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>23.03.03</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>45</b>
Reporter:	<b>Carlos Zepeda</b>	Regulation Reference:		Created:	<b>07/28/2022 03:16 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Carlos Zepeda</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Carlos Zepeda on 8/31/2022				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	CA-243960 creates the E2Lite Interface jobs for CalWINS Counties. This SCR will establish the network connectivity with Ventura county.				
<b>Request:</b>	<ol style="list-style-type: none"> <li>1. Create a BPCR to add FTP information on E2Lite for Ventura county.</li> <li>2. County partner integrated testing is required.</li> </ol>				
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1. Create a BPCR to add FTP information on E2Lite for Ventura county.</li> <li>2. County partner integrated testing is required.</li> </ol>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>45</b>				
Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	5	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-220778] MEDS: Include GA/GR program for MEDS Redetermination (AP18)

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Angela Zhao</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.03]</b>	Designer Contact:	<b>Howard Suksanti</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>332</b>
Reporter:	<b>Marqui Simmons</b>	Regulation Reference:		Created:	<b>10/13/2020 09:41 AM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Business Process]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Carlos Zepeda</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[MEDS]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/30/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

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

**Expedite Approval: Current Design:** POXXE423 MEDS AP18 Approaching RE Due batch job triggers an AP18 transaction to MEDS. The transaction has an Application Flag of '1' for every active CW, CF, and RCA cases where the RD due month is in the following month. MEDS will automatically generate appropriate Income and Eligibility Verification System (IEVS) transactions when the AP18 transaction is processed through the MEDS batch update process.

**Request:** Update POXXE423 MEDS AP18 Approaching RE Due batch job to include GA/GR program.

**Recommendation:** Update POXXE423 MEDS AP18 Approaching RE Due batch job to include GA/GR program.

Please find more details in the design document.

**Outreach Description: Alternative Procedure Description:** N/A.

**Operational Impact: Estimate:** 332

Automated Test :	0	Batch/Interfaces :	222	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	80	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-244887] Refactoring batch EDBC sweeps to not process same case daily multiple times

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Angela Zhao</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.03]</b>	Designer Contact:	<b>Michael Barillas</b>	Change Type (SCR):	<b>Data Change</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>282</b>
Reporter:	<b>Yuga Teja</b>	Regulation Reference:		Created:	<b>04/27/2022 01:46 PM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Carlos Zepeda</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Ad Hoc]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Carlos Zepeda on 8/30/2022

**Expedite Approval: Current Design:**

- The following batch sweeps are repeatedly picking the same record for EDBC processing every night.
1. PB00E159 – Expedited CF cases with Past-Due postponed Verifications.
  2. PB00E191 - Work Registration 16 Years Old Not in School.
  3. PB00E458 – SAR7 No Change.
  4. PB19E481 – Daily GR Employability Status Change.
  5. PB00E907 – DCFS Discontinue Foster Care Medi-Cal Sweep.
  6. PB00E197 – Daily GR Time Limits Discontinuance.

**Request:** Modify the Batch EDBC sweeps mentioned in the current design to limit the records that are being picked repeatedly.

**Recommendation:** 1. Modify the batch sweeps Batch EDBC Sweep jobs not to sweep the case if that case was either successfully run through EDBC or not processed/skipped EDBC the same month as the batch run month.

**Outreach**

**Description:**

**Alternative Procedure Description:** N/A.

**Operational Impact:**

**Estimate:** **282**

Automated Test :	0	Batch/Interfaces :	166	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	91	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-248040] Create a BPCR and network connection to setup E2Lite for Solano county

Team Responsible:	<b>Batch Operations</b>	Assignee:	<b>Naveen Bhumandla</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.03]</b>	Designer Contact:	<b>Naveen Bhumandla</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>23.05.05</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>45</b>
Reporter:	<b>Howard Suksanti</b>	Regulation Reference:		Created:	<b>07/21/2022 10:11 AM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Carlos Zepeda</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved by Carlos Zepeda on 8/31/2022				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	CA-243960 creates the E2Lite Interface jobs for CalWINS Counties. This SCR will establish the network connectivity with Solano county.				
<b>Request:</b>	<ol style="list-style-type: none"> <li>1. Create a BPCR to add FTP information on E2Lite for Solano county.</li> <li>2. County partner integrated testing is required.</li> </ol>				
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>1. Create a BPCR to add FTP information on E2Lite for Solano county.</li> <li>2. County partner integrated testing is required.</li> </ol>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>45</b>				
Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	5	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

 **[CA-243663] Add Clothing Allowance NOA for Kin-GAP**

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Unassigned</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[23.05]</b>	Designer Contact:	<b>Maria Jensen</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>335</b>
Reporter:	<b>Tiffany Huckaby</b>	Regulation Reference:		Created:	<b>04/08/2022 09:44 AM</b>
Status:	<b>Pending Approval</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Ignacio Lazaro</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Foster Care/Kin GAP/AAP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>07/25/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	L. Ould 6/14/2022				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	Currently the CalSAWS system does not have a way to communicate the approval of a Clothing Allowance request for the Kin-GAP program. CA-232018 added a Clothing Allowance for Foster Care for CalSAWS.				
<b>Request:</b>	<ol style="list-style-type: none"> <li>The C-IV system had a dynamically generated Clothing Allowance NOA that was generated from the Service Arrangement page, in all Threshold languages. The same NOA was also generated when a Service Arrangement was created by the Clothing Allowance Batch. Add new Non-State Form CSF 183 - Clothing Allowance Approval (KG) in the CalSAWS system.</li> <li>This form will be available via the Template Repository and Online via the Service Arrangement page in English and Spanish for all 58 Counties.</li> <li>This form will be available via the Clothing Allowance Batch in English and Spanish for the 57 migration Counties.</li> </ol>				
<b>Recommendation:</b>	<ol style="list-style-type: none"> <li>Add new Non-State Form CSF 183 - Clothing Allowance Approval (KG).</li> <li>Make the form available via the Template Repository and Online via the Service Arrangement page, with the CalSAWS standard header information in English and Spanish for all 58 Counties.</li> <li>Make the form available via the Clothing Allowance Batch, with the CalSAWS standard header information in English and Spanish for the 57 migration Counties.</li> </ol>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	Manual Blank NOA CSF166 via Template Repository. Clothing allowances are issued via Batch.				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>335</b>				
Automated Test :	24	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	94	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	72	Forms Test :	0
Imaging :	6	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	109	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



End SCRs



# [CA-212089] Implement Threshold languages for CCP 7 & CCP 8 (10/19) version

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Amitesh Prasad</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Anumula Reddy</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.x3</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>352</b>
Reporter:	<b>Maria Arceo</b>	Regulation Reference:		Created:	<b>11/26/2019 01:53 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Claudia Pinto</b>	Training Impacted:		Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	<b>Correspondence Phase II</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Ginko Luna 7/26/2022				
<b>Expedite Approval:</b>	By Karen Rapponotti on 08/03/2022				
<b>Current Design:</b>	The system only has English and Spanish of the CCP 7(10/19) and CCP 8(10/19).				
<b>Request:</b>	<p>1. Add CDSS Threshold Languages to the CalSAWS for the CCP 7(10/19) form Template Repository and system generated. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p> <p>2. Add CDSS Threshold Languages to the CalSAWS for the CCP 8(10/19) form Template Repository and system generated. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p>				
<b>Recommendation:</b>	<p>1. Add the CCP 7(10/19) form in available threshold languages. Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p> <p>2. Add the CCP 8(10/19) form in available threshold languages. Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>352</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	220	DBA :	0	Design :	66
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0

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System Test Support :	66	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

## [CA-245967] Add Threshold Languages to SAWS II PLUS

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Nisarga Nagarathnaraj</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Indira Ramasamy</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.x1</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>330</b>
Reporter:	<b>Indira Ramasamy</b>	Regulation Reference:		Created:	<b>05/26/2022 12:21 AM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:		Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	<b>Correspondence Phase II</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Maria Arceo 6/13/2022; sent to Correspondence Committee as FYI				
<b>Expedite Approval:</b>	By Karen Rapponotti on 06/14/2022				
<b>Current Design:</b>	Currently SAWS II Plus forms are available in the below mentioned languages. Languages: English, Spanish, Armenian, Chinese, Hmong, Korean, Russian, Tagalog and Vietnamese.				
<b>Request:</b>	Add CDSS Threshold Languages to the CalSAWS for the SAWS II Plus (04/2015) form Template Repository and system generated. Languages include: Arabic, Farsi, Lao and Cambodian				
<b>Recommendation:</b>	Add the SAWS II Plus form in available threshold languages. Languages: Arabic, Farsi, Lao and Cambodian				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>330</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	200	DBA :	0	Design :	60
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	60	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-247124] Accessibility - Updates Pages in CalSAWS Application (Tier 1 & Tier 2)

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

Team Responsible:	<b>Online</b>	Assignee:	<b>Mohammed Shalibasha</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Lynnel Silva</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.09.14</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>918</b>
Reporter:	<b>Lynnel Silva</b>	Regulation Reference:		Created:	<b>06/27/2022 09:16 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>	Approved - Karen Rapponotti - 6/28/2022				
<b>Expedite Approval:</b>					
<b>Current Design:</b>	Throughout the CalSAWS Application, there are pages that do not necessarily meet 508/Accessibility standards. Perform analysis of those pages and make the appropriate updates to meet 508/Accessibility standards.				
<b>Request:</b>	Perform analysis of pages within CalSAWS System and update 508/Accessibility as needed.				
<b>Recommendation:</b>	<p>The following pages need to be assess for 508/Accessibility standards:</p> <ul style="list-style-type: none"> <li>Processing Document (common/Processing/processing)</li> <li>Overpayment Detail</li> <li>Customer Reporting List</li> <li>Select Worker (aim/SelectGroup/searchWorker)</li> <li>Expense List</li> <li>Individual Demographics List</li> <li>Customer Schedule Search</li> <li>Verification List</li> <li>IEVS Applicant List</li> <li>MAGI Referral Detail</li> <li>Property List</li> <li>IEVS Applicant Detail</li> </ul>				
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>	N/A				
<b>Operational Impact:</b>					
<b>Estimate:</b>	<b>918</b>				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	660
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	258	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-247129] Accessibility - Updates Pages in CalSAWS Application (Tier 2)

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

Team Responsible:	<b>Online</b>	Assignee:	<b>Shaik Ameerjan</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[RWR]</b>	Designer Contact:	<b>Lynnel Silva</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.09.14</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>997</b>
Reporter:	<b>Lynnel Silva</b>	Regulation Reference:		Created:	<b>06/27/2022 09:28 AM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Michele Peterson</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Other]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Approved - Karen Rapponotti - 6/28/2022

**Expedite Approval: Current Design:** Throughout the CalSAWS Application, there are pages that do not necessarily meet 508/Accessibility standards. Perform analysis of those pages and make the appropriate updates to meet 508/Accessibility standards.

**Request:** Perform analysis of pages within CalSAWS System and update 508/Accessibility as needed.

**Recommendation:** The following pages need to be assess for 508/Accessibility standards:

- MAGI Request Detail
- MAGI Person Detail
- MAGI Determination List
- Case Member List
- Previous Case List
- Relationship List
- Residency List
- New Person Detail
- Verification Detail
- MEDS Alert Search, Worklist
- Customer Appointment Detail
- Worker Detail
- IEVS Review Case Disposition Detail

## Outreach

**Description:** N/A

**Alternative Procedure Description:**

**Operational Impact:** Estimate: **997**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	715
Performance :	0	Release Communication	0	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	282	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



**[CA-226207] DDID 2219, 2268, 2716, 2717, 2718, 2728, 2258 FDS CSC: CalSAWS  
Outbound IVR**

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Dheeraj Muralidara</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.06]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.10.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>400</b>
Reporter:	<b>Jared Kuester</b>	Regulation Reference:		Created:	<b>03/09/2021 02:57 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Customer Service Center</b>
Consortium Review Approval:		Approved by Committee:	<b>04/09/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee**

**Review:**

**Expedite Approval:**

**Current Design:**

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

**Request:**

Update migrated C-IV Outbound IVR Campaigns (SCR CA-207026) to include additional changes to support all 58 counties according to the requirements gathered during the Contact Center Functional Design Sessions.

**Recommendation:**

1. Enhance the Amazon Outbound API calls to support additional call volume.
2. Configure the Outbound IVR to support additional languages:
  - a. Farsi
  - b. Vietnamese
  - c. Mandarin
  - d. Tagalog
  - e. Russian
  - f. Korean
  - g. Cambodian
  - h. Hmong
  - i. Arabic
  - j. Lao
  - k. Cantonese
  - l. Armenian
  - m. Portuguese
3. Enable the Contact Detail page to allow all counties to opt-in and or out customers for Outbound IVR Campaigns.
4. Configure the Outbound IVR Caller ID to display the CalSAWS IVR phone number associated to the county the customer's program is associated.
5. Configure the Appointment Reminder Outbound IVR calls to:
  - a. Include appointment reminders for the following appointment types:
    - i. Meeting with worker
    - ii. Group meeting
    - iii. Telephone interview
    - iv. Re-evaluation interview
    - v. Telephone CW/CF Re-Evaluation interview
  - b. Provide the customer an option to confirm, cancel or reschedule the appointment.
  - c. Create a task when a customer cancels their appointment during a CalSAWS outbound IVR call.
  - d. Transfer the caller to a queue or to a designated county number when a customer selects to reschedule their appointment

**Outreach  
Description:**

CRFI to collect phone numbers to transfer reschedule appointment requests.  
CIT to inform all Contact Center Counties of new call types being transferred to queues for rescheduling appointments.

**Alternative  
Procedure  
Description:**

N/A

**Operational Impact:  
Estimate:**

**400**

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





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

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Dheeraj Muralidara</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.06]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.10.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>255</b>
Reporter:	<b>Farhat Ulain</b>	Regulation Reference:		Created:	<b>07/19/2021 04:35 PM</b>
Status:	<b>System Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Customer Service Center</b>
Consortium Review Approval:		Approved by Committee:	<b>09/07/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

Tasks are not created when an appointment is canceled in

#### Request:

Create a task when a customer cancels their appointment during a CalSAWS outbound IVR call.

#### Recommendation:

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

### Outreach

#### Description:

#### Alternative

N/A

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

255

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Online :	15
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	40	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-237512] QLIKSENSE Automation

Team Responsible:	<b>Analytics</b>	Assignee:	<b>Jacob Bracey</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.06]</b>	Designer Contact:	<b>Russell Golden</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:	<b>22.08.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>740</b>
Reporter:	<b>Stephen Hilliard [X]</b>	Regulation Reference:		Created:	<b>12/01/2021 02:23 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>David Bruhn</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Design</b>	Committee:	<b>[Other]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Laura Chavez - 2/17/2022

**Expedite Approval:**

**Current Design:** QLIK Reports and Dashboards have to be migrated manually between environments

**Request:** Request to automate the migration of code and applications between environments for Qlik Sense and NPrinting.

**Recommendation:** Automate the migration of code and applications between environments for Qlik Sense and NPrinting leveraging Qlik and NPrinting API and CLI where necessary, with the ability to be triggered by developers as needed.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **740**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	740
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



**[CA-226672] DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2702, 2222, 2169, 2291, 2284 FDS CSC: Administration Page for Contact Center**

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Kevin Hooke</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Kevin Hooke</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.10.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>3643</b>
Reporter:	<b>Charles Heo [X]</b>	Regulation Reference:		Created:	<b>03/23/2021 10:58 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>Yes</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Customer Service Center</b>
Consortium Review Approval:		Approved by Committee:	<b>06/18/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee**

**Review:**

**Expedite Approval:**

**Current Design:**

County Work Force Management are unable to Administer the IVR without contacting support staff.

**Request:**

Create an Admin page to modify aspects of the IVR as specified in the design.

**Recommendation:**

1. Add a new Administration page to the Enhanced CCP application that allows configuration of the following.
  - a) Emergency Open/Close
  - b) Emergency Messages
  - c) Queue Hold Messages
  - d) Courtesy Callback
  - e) Scheduled Callback options
  - f) Queue Limits
  - g) After Call Work limits
  - h) Roll-on/Roll-off and update Agent details
  - i) Informational Messages
  - j) Supervisor Email Notifications
  - k) Create/delete Team(s)
  - l) Quick Connects
  - m) Display Hours of Operation
  
2. Integrate access to the Administration page with CalSAWS role-based security and Single Sign On (SSO). Access is restricted to only users who have the 'Contact Center Admin Page' role.
  
3. Implement a 'cool down' period that requires a 1minute delay between changes to the same configuration option.

**Outreach**

**Description:**

Training material will be distributed to county Admins.

**Alternative Procedure**

N/A

**Description:**

**Operational Impact:**

**Estimate: 3643**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	203
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	3240	Online :	200

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



**[CA-226837] DDID 2699, 2210, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2721 FDS CSC: Inbound IVR**

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Dheeraj Muralidara</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>840</b>
Reporter:	<b>Charles Heo [X]</b>	Regulation Reference:		Created:	<b>03/28/2021 05:06 PM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Contact Center Buildout</b>
Consortium Review Approval:		Approved by Committee:	<b>07/09/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee**

**Review:**

**Expedite Approval:**

**Current Design:**

The Shasta County Inbound IVR only supports English and Spanish.

**Request:**

\*\*\* Shasta County Only \*\*\*

Update the Shasta County IVR to support additional languages.

**Recommendation:**

1. Update the county IVRs to support additional languages.
  - a. English
  - b. Spanish
  - c. Farsi
  - d. Vietnamese
  - e. Mandarin
  - f. Armenian
  - g. Tagalog
  - h. Russian
  - i. Korean
  - j. Cambodian
  - k. Hmong
  - l. Cantonese
  - m. Arabic
  - n. Lao

**Outreach**

**Description:**

**Alternative**

N/A

**Procedure**

**Description:**

**Operational Impact:**

**Estimate:**

**840**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	840	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0

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



# [CA-226843] DDID 2701, 2706 FDS CSC: Voice Authentication: All Languages

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Dheeraj Muralidara</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Jared Kuester</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>600</b>
Reporter:	<b>Charles Heo [X]</b>	Regulation Reference:		Created:	<b>03/29/2021 08:54 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Darcy Alexander</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Consortium Contact:		Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Customer Service Center</b>
Project Phase (SCR):	<b>Migration</b>	Approved by	<b>05/17/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval:		Committee:			
Consortium Review Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

Voice Biometrics currently only supports English and Spanish.

#### Request:

Enable Voice Biometrics for additional languages.

#### Recommendation:

1. Enable Voice Authentication to support the following languages:
  - a. Farsi
  - b. Vietnamese
  - c. Mandarin
  - d. Tagalog
  - e. Russian
  - f. Korean
  - g. Cambodian
  - h. Hmong
  - i. Arabic
  - j. Lao
  - k. Cantonese
  - l. Armenian
  - m. Portuguese

#### Outreach

#### Description:

#### Alternative

N/A

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

600

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	600	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0


**[CA-229573] DDID 2284 FDS CSC: Scheduled Callback**

Team Responsible:	<b>Contact Center</b>	Assignee:	<b>Kevin Hooke</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Kevin Hooke</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.XX</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>1600</b>
Reporter:	<b>Charles Heo [X]</b>	Regulation Reference:		Created:	<b>06/04/2021 10:08 AM</b>
Status:	<b>Approved</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Darcy Alexander</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[IVR &amp; Contact Center]</b>	Funding Source ID:	<b>Customer Service Center</b>
Consortium Review Approval:		Approved by Committee:	<b>08/02/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee**

**Review:**

**Expedite Approval:**

**Current Design:** Customers are not able to request a Scheduled Call Back.

**Request:** Add in the ability for customers to request a scheduled call back through the IVR if they are calling during non-business hours, or during peak call volume times.

**Recommendation:**

1. Add the Scheduled Call Back functionality into the existing Inbound IVRs.
  - a. Allow customers to choose what time to receive a call back.
  - b. Allow Counties to turn this feature on or off through the Admin Page.

**Outreach**

**Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 1600

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	1600	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



 **[CA-238993] ACIN I-72-21 SB 1232 Mass Informing Notice**

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Rekha Jaguva Rajan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.07]</b>	Designer Contact:	<b>Connor Gorry</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:	<b>22.11.XX</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>278</b>
Reporter:	<b>Gingko Luna</b>	Regulation Reference:	<b>ACIN I-72-21, SB 1232</b>	Created:	<b>01/04/2022 08:39 AM</b>
Status:	<b>In Development</b>	Impact Analysis:	<b>[Central Print]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Gingko Luna</b>	Training Impacted:		Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>07/28/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee**

**Review:**

**Expedite Approval:** Karen Rapponotti on 6/3/2022

**Current Design:** No SB 1232 Informing Notice in Template Repository.

**Request:** Add SB 1232 to Template Repository and issue a one time mass mailing to WTW eligible clients. Include the case specific WTW worker and county specific legal aid number.

**Recommendation:**

1. Add SB 1232 Informing Notice to the Template Repository
2. Mass mail the SB 1232 Informing Notice to all eligible Welfare-to-Work/REP participants.

**Outreach**

**Description:**

Worker will generate SB 1232 Informing Notice from the Template Repository.

**Alternative Procedure**

**Description:**

**Operational Impact:**

**Estimate:** 278

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	210	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	58	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-48513] Update EDBC Logic to Auto-Test for 4M when Youth 18 years or Older Exits Foster Care

- Resolved: 09/13/2022 11:09 AM

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Chad Quan</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Renee Gustafson</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>2044</b>
Reporter:	<b>Ted Anderson [X]</b>	Regulation Reference:	<b>ACL 17-54, ACWDL 14-41e</b>	Created:	<b>01/19/2018 11:45 AM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Nina Butler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Foster Care/Kin GAP/AAP, Medi-Cal/CMSP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>05/04/2022</b>	Other Agency Cross Reference:	<b>CA-220233</b>
Consortium Review Approval Date:					

## Non-Committee

**Review:**  
**Expedite Approval:** Approved by Karen J. Rapponotti via email on 05/28/2022.  
**Current Design:** Currently, when an individual is discontinued from FC for any of the following reasons, CalSAWS EDBC logic auto-tests the individual for Medi-Cal (MC).

### FC Disc Reasons that will MC Auto-Test

- Age
- Child Eligible to Kin-GAP
- Child Not In Placement
- Child Returns to Parent
- Court Requirement Not Met
- Didn't Recert License
- Didn't Sign SOF
- Doesn't Meet Program Req.
- Failed to Complete Determination
- Legal Guardian
- No longer in Care
- Non Fed Caretaker
- Over Resources
- Parent resides in Foster Home
- Petition Not Filed
- Requested Disc. - Written
- Whereabouts Unknown

The MC auto-test creates a new Medi-Cal Program block in the same case as the FC Program if there is not already an open MC Program block. The auto-tested MC individual will either be granted Continuous Eligibility for Children (CEC) with aid code 7J; otherwise, they will receive aid code 38. If another open MC program block is already on the FC case, the FC discontinued person is added to the existing MC program block as a pending person.

For Requested MC Type 'Former Foster Youth', Medi-Cal EDBC logic creates a budget named, "Former Foster Youth" with Member Role and aid code 4M when the FFY individual is the age of 18 until age 26 years. CalSAWS generates a Notice of Action for change/approval to aid code 4M.

CalSAWS Medi-Cal EDBC logic sets the RE Due Date for a MC program with only a FFY individual to the month in which the individual turns 26; if there are any other individuals on the MC program, the RE Due Date is set to the last day of the month of 'Begin Date + 11 months' where Begin Date is the first day of the EDBC Benefit Month.

For Example: If a Medi-Cal application on 02/05/2021 has only an FFY individual in the program block (FFY individual turns 26 on 08/28/2023), the System sets the RE Due Month to 08/2023. If there is any other non-FFY individual in the same MC program block, the System sets the RE Due Month to 01/2022.

The Position Detail page displays information regarding a position. This includes information such as the location to which the position belongs, the number of cases and the type of programs to which the position can be assigned. This information specified for the position is then used during Worker Reassignment to determine whether the position can be assigned to a program.

Per existing logic, the newly assigned worker will receive the “New Assignment” indicator on the Workload Inventory page. An auto-journal “Assignment Worker Initiated” is created with details of previous worker and new worker.

Also, the New Worker Letter (CSF 163) generates to notify the recipient of a new worker contact.

**Request:**

1. Streamline the process when youth 18 years or older exits Foster Care, by changing EDBC logic to auto-test for Former Foster Youth (4M) Medi-Cal to ensure uninterrupted Medi-Cal benefits. FFY MC applies to individuals in FC on their 18th birthday.
2. Add a new option on the Position Detail page to identify a position that can accept the Medi-Cal program created through an FFY auto-test on the new case.
3. Create a new auto-reassignment logic to reassign the Medi-Cal program created through an FFY auto-test on the new case per County Opt-in/Opt-out.

**Recommendation:**

1. Update EDBC logic to auto-test for Former Foster Youth (4M) Medi-Cal when an individual, age 18 or above, is discontinued from the FC program.
  - a. Create a new case for the FFY Medi-Cal.
  - b. Generate the FFY Approval NOA from the new FFY case (and not from the FC case).
2. For FC cases that have a MC program on the case prior to the FFY auto-test, create a task for the worker(s) assigned to the other open programs in the FC case to inform that the FFY individual is discontinued and moved to the newly created MC case.
3. Create new reassignment logic to automatically reassign an active Medi-Cal program on the new FFY auto-test MC case to a new worker for Counties that opted in.
4. Add a new ‘FFY Auto-Test’ option to the Aid Codes – Medi-Cal section on the Position Detail page.

NOTE: The original LA County CCR linked to this SCR CA-48513 included additional requests for updates to individuals in FFY MC and individuals discontinued from FC. The additional requests will be addressed with future SCR CA-220233 as part of Phase II and will follow the regular prioritization process.

See attached design document for detailed design.

**Outreach**

**Description:**

**Alternative**

**Procedure**

**Description:**

**Operational Impact:**

Create the new case manually to move the FFY individual to their own case.

**Estimate:**

**2044**

Automated Test :	31	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	631	CalHEERS Test :	525
Client Correspondence :	167	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	505
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



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

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

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Pushendra Gutha</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Phong Xiong</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>530</b>
Reporter:	<b>Benjamin Fimbres</b>	Regulation Reference:	<b>ACL 18-141, ACL 19-89, ACIN I-45-11</b>	Created:	<b>12/18/2018 08:12 AM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[Central Print, Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/23/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

## Non-Committee

### Review:

### Expedite Approval:

### Current Design:

CF 31 is available in the system

### Request:

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

### Recommendation:

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

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

## Outreach

### Description:

### Alternative

### Procedure

### Description:

### Operational Impact:

**Estimate: 530**

Generate the CF 31 on the state website when needed.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	188	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	278	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	19.0



# [CA-215574] DDID 1969: CalWIN UAT Support SCR

- Resolved: 09/08/2022 01:46 PM

Team Responsible:	<b>System Test</b>	Assignee:	<b>Roger Perez</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Roger Perez</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.08</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>9240</b>
Reporter:	<b>Roger Perez</b>	Regulation Reference:		Created:	<b>04/15/2020 01:08 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Peggy Macias</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Consortium Contact:		Committee:	<b>[Other]</b>	Funding Source ID:	<b>Application Development and Test</b>
Project Phase (SCR):	<b>Migration</b>			Other Agency Cross Reference:	<b>CA-215576</b>
Consortium Review Approval:		Approved by Committee:			
Consortium Review Approval Date:					

## Non-Committee

### Review:

### Expedite Approval:

### Current Design:

Per DDID 1969: The CONTRACTOR shall provide support for the CONSORTIUM to facilitate and manage the User Acceptance Testing effort with no more than 200 concurrent users for five (5) two-week sessions. Fifty (50) users will be onsite between CalACES North (25) and CalACES South (25). The other one hundred fifty (150) users will be out in the California Counties via remote access.

The CONTRACTOR shall provide the ability for limited Remote UAT by 57 Counties during each UAT period.

The CONTRACTOR shall provide technical support for clarifying business functionality to help answer questions, executing batch jobs and Time Machine or like software to prepare data and/or to validate testing requirements if deemed necessary, troubleshooting Converted Data and functional issues, Deficiencies during data prep and/or test execution activities and resolving UAT exit criteria System Investigation Requests (SIRs). The UAT will be comprised of two (2) months of preparation and ten (10) weeks of execution. UAT Exit Criteria and resolution of Deficiencies will be mutually agreed upon between the CONTRACTOR and CONSORTIUM.

### Approved Assumptions:

- UAT will be conducted with the 57 C-IV and WCDS Counties.
- There will be two UAT phases to support the CalSAWS implementation and conversion approach. A UAT with C-IV and a separate UAT with CalWIN.
- Ancillary testing has not been accounted for within the current UAT support estimate. Once the ancillary system requirements have been defined, the UAT estimate will be updated by the CONTRACTOR and provided to the CONSORTIUM.

**Request:** This SCR is to track the CalWIN UAT support activities for the Application Development, System Test and Conversion Teams.

**Recommendation:** N/A - Support SCR Only

### Outreach

### Description:

### Alternative

N/A

### Procedure

### Description:

### Operational Impact:

### Estimate:

**9240**

Automated Test :	336	Batch/Interfaces :	336	Batch Operations :	320
BenefitsCal :	0	CalHEERS :	656	CalHEERS Test :	336
Client Correspondence :	656	DBA :	0	Design :	0

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Eligibility :	656	Fiscal :	656	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	656
Performance :	0	Release Communication Support :	0	Reports :	656
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	3976	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



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

- Resolved: 09/08/2022 02:52 AM

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Laxmi Pagadala</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Maria Jensen</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>67</b>
Reporter:	<b>Maria Arceo</b>	Regulation Reference:		Created:	<b>04/29/2020 05:20 PM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Adelaide Mendoza</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/23/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

#### Review:

#### Expedite Approval:

#### Current Design:

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

#### Request:

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

#### Recommendation:

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

#### Outreach

#### Description:

#### Alternative

None

#### Procedure

#### Description:

#### Operational Impact:

#### Estimate:

67

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	34	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	33	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-220120] Update CF EDBC Allotment Logic for Households that received Disaster Supplements or Emergency Allotments the Same Benefit Month

- Resolved: 09/12/2022 06:45 PM

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Giovanni Gonzalez</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Sridhar Mullapudi</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1576</b>
Reporter:	<b>Sridhar Mullapudi</b>	Regulation Reference:		Created:	<b>09/24/2020 01:25 PM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[CaWORKs/ CalFresh]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>07/21/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

## Non-Committee

### Review:

**Expedite Approval:** Expedited start build approved by Karen J. Rapponotti on 9/14. Attached email for reference.

**Current Design:** When disaster CalFresh supplements are issued for EDBC with 'Disaster CF Supplements' run reason subsequent EDBCs run for that benefit month will result in a read only EDBC with reason 'Received Disaster Benefits' if the household size remains the same. Issuances issued as 'Emergency Allotment' due to COVID-19 are not considered in the previous potential benefit calculation logic when EDBC is recalculated again for the same benefit month. When emergency allotments are issued for EDBC with run reason 'Emergency Allotment' run reason, households will receive up to max allotment for the household size. When regular CF EDBC is run after the emergency allotment issuance, it is possible for the household to receive additional CF supplemental benefits.

- Request:**
1. Update the EDBC logic to not make the household read only with reason 'Received Disaster Benefits'.
  2. Update the previous potential benefit calculation logic for CalFresh program to include issuances that are categorized as Emergency allotment or disaster CalFresh supplements.
  3. Update EDBC logic to not provide additional CF benefits or Overissuances for the household that have already received emergency allotments or disaster CalFresh supplements up to their max allotment.

- Recommendation:**
1. Update EDBC summary page to include a new line item in allotment section to display the augmentation amount.
  2. Add new child page that will display the augmentation calculation when the user clicks on the augmentation amount hyperlink on the EDBC summary page.
  3. Update EDBC logic to not mark the household as read only with reason 'Received Disaster Benefits'
  4. Update EDBC logic to not provide additional CF benefits or Overissuances for the same household that have already received emergency allotments or disaster CalFresh supplements up to their max allotment.
  5. Update the previous potential benefit calculation logic for CalFresh program to include issuances that are categorized as Emergency allotment or Supplemental Disaster Benefit.

## Outreach

### Description:

**Alternative Procedure Description:** Create manual EDBC

### Operational Impact:

#### Estimate:

**1576**

Automated Test :	0	Batch/Interfaces :	90	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	180
Eligibility :	361	Fiscal :	379	Forms Test :	0



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Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication	62	Reports :	0
Reports Test :	0	Support :		Special Project :	0
System Test Support :	324	Security :	0	Tech ForgeRock :	0
Tech Ops :	0	Tech Arch :	0	Translation :	0
		Training :	0		



# [CA-221913] FCED: CalWIN UAT Support SCR

- Resolved: 09/13/2022 10:39 AM

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Prakash Thota</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Prakash Thota</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.08</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>605</b>
Reporter:	<b>Prakash Thota</b>	Regulation Reference:		Created:	<b>11/18/2020 02:39 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Michelle Ramos</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Premise</b>
Consortium Contact:		Committee:	<b>[Foster Care/Kin GAP/AAP]</b>	Funding Source ID:	<b>FCED</b>
Project Phase (SCR):	<b>Migration</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** FCED support SCR for the CalWIN UAT

**Expedite Approval:**  
**Current Design:** The CONTRACTOR shall provide FCED UAT Support for the CalWIN Counties.

Foster Care / Kin-GAP / Adoption Assistance Program(AAP) program functionality is different in CalSAWS than other 57 counties. More automation exists in CalSAWS and below are some of the differences .

1. Multi-Month Online EDBC
2. Multi-Month Manual EDBC
3. Automated Adoption Assistance Program (AAP)
4. Auto-Recovery account creation
5. Skip program discontinuance through batch EDBC
6. Batch eligibility exception report for Foster Care / Kin-GAP / AAP programs

The CONTRACTOR shall provide technical support for clarifying business functionality to help answer questions related to FCED implementation.

**Request:** This SCR is to track the CalWIN UAT support activities for the FCED functionality.

**Recommendation:** N/A - Support SCR Only

**Outreach Description:**

**Alternative Procedure Description:**

**Operational Impact:**

**Estimate:** **605**

Automated Test :	0	Batch/Interfaces :	125	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	240	DBA :	0	Design :	0
Eligibility :	240	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	0	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-229461] Customer Non-Benefit Issuance Category (Phase II)

- Resolved: 09/12/2022 10:47 PM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Romel Acosta</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Eric Wu</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>1131</b>
Reporter:	<b>Duke Vang</b>	Regulation Reference:		Created:	<b>06/02/2021 03:44 PM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>12/27/2021</b>	Other Agency Cross Reference:	<b>CA-233690</b>
Consortium Review Approval Date:					

## Non-Committee

### Review:

### Expedite Approval:

### Current Design:

A new Issuance Category of Customer Non-Benefit was added with CA-226779 in the 21.05 release. Customer Non-Benefit issuances will not be counted as a Customer Benefit and thus will no count towards a customer's food or cash assistance and Time Limit Aid Summary.

### Request:

Fully automate the Customer Non-Benefit Issuance Category for the online fiscal pages, fiscal issuance batch jobs, fiscal interfaces, and claiming.

### Recommendation:

1. Update Issuance Detail to disallow editing for Customer Non-Benefit issuances.
2. Update the Auxiliary Authorization Detail to allow users with special rights to select Customer Non-Benefit Type value.
3. Update Issuance Batch to assign the new Customer Non-Benefit issuance category to issuances with one of the two new Customer Non-Benefit pay codes.
4. Update Daily Direct Deposit Writer jobs to include the new Customer Non-Benefit issuances.
5. Update the EBT Benefit Writer interface to include the new Customer Non-Benefit issuances.
6. Update the Daily SWR Writer jobs to include the new Customer Non-Benefit issuances.
7. Update the Migration Warrant Print Writer to include the new Customer Non-Benefit issuances.
8. Update the San Bernardino Daily Warrant Print Writer to include the new Customer Non-Benefit issuances.
9. Update the Merced Warrant Print Writer to include the new Customer Non-Benefit issuances.
10. Update the Riverside Daily Warrant Print Writer to include the new Customer Non-Benefit issuances.
11. Update the QCIS Interface CalFresh Secondary Universe job to exclude issuance transactions of category type' Customer Non- Benefit'.
12. Update the QCIS Interface CalFresh Negative Universe job to exclude issuance transactions of category type' Customer Non- Benefit'.

## Outreach

### Description:

### Alternative

N/A

### Procedure

### Description:

### Operational Impact:

### Estimate:

1131

Automated Test :	0	Batch/Interfaces :	132	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	602	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0

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System Test Support :	292	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-236516] FDS Task Management: CalWIN UAT Support SCR

- Resolved: 09/13/2022 10:38 AM

Team Responsible:	<b>Special Project</b>	Assignee:	<b>Akira Moriguchi</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Roger Perez</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.08</b>	Expedite Changes:	<b>No</b>	Estimate:	<b>800</b>
Reporter:	<b>Roger Perez</b>	Regulation Reference:		Created:	<b>11/09/2021 02:50 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Peggy Macias</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>CalSAWS DD&amp;I</b>
Project Phase (SCR):	<b>Migration</b>	Committee:	<b>[Task Management]</b>	Funding Source ID:	<b>Task Management</b>
Consortium Review Approval:		Approved by Committee:	<b>11/09/2021</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** DD&I Approved Task Management Support SCR for the CalWIN UAT

**Expedite Approval:**

**Current Design:** Approved CalWIN UAT Support DD&I hours for the Task Management.

**Request:** This SCR is to track the CalWIN UAT support activities for the Task Management functionality.

**Recommendation:** N/A - Support SCR Only

**Outreach Description:** N/A

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 800

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	300
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	500	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-239421] Performance: Convert current Batch ABAWD process to continuous processing

- Resolved: 09/12/2022 11:51 AM

Team Responsible:	<b>Batch/Interfaces</b>	Assignee:	<b>Dana K. Petersen</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Dana K. Petersen</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>1269</b>
Reporter:	<b>Dana K. Petersen</b>	Regulation Reference:		Created:	<b>01/12/2022 03:40 PM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[Batch Performance]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Caroline Bui</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>Premise</b>
Project Phase (SCR):	<b>Performance</b>	Committee:	<b>[Other]</b>	Funding Source ID:	<b>ABAWD</b>
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Caroline Bui 4/28/2022

**Expedite Approval:** Expedite Build Start approval provided by Karen Rapponotti on 4/28/2022

**Current Design:** CalSAWS determines Able-Bodied Adults Without Dependents (ABAWD) status for CalFresh recipients per State and Federal Policy. Various data collection elements for CalFresh recipients do not require EDBC to re-determine ongoing eligibility, therefore a separate process runs at night to reevaluate possible ABAWD status updates for the current 36-month ABAWD period based on various data changes entered in the system throughout the day. The Super Trigger functionality is used to detect any new or updated data in the database. Multiple batch processes utilize this information to report or perform additional batch or interface processing.

**Request:** Batch must run complex queries daily to identify any CalFresh recipient who may require the ABAWD determination rules based on updated data throughout the business day. The process is sensitive to a number of data elements. This process can be time consuming.

Also, modify the ABAWD super trigger functionality to detect delete data to update the ABAWD status correctly. The Super Trigger functionality does not detect data that was deleted in the database. If a worker deletes a data collection that impacts a person's Able Bodied Adult Without Dependents (ABAWD) Status and does not run EDBC, the nightly ABAWD batch process will not detect the change and will not reevaluate the person's ABAWD Status. This may cause a person's ABAWD Status to be outdated.

- Recommendation:**
- 1) Update the current functionality to process ABAWD status in near real time.
    - a. Move the overall processing of ABAWD re-evaluation outside of the production batch window and into an asynchronous process that runs continuously throughout the business day.
    - b. Identify trigger conditions that are currently unnecessary (require immediate CalFresh EDBC), are redundant, or can be made more targeted to reduce the reliance on the ABAWD rules to process cases. For example, currently batch processes individuals aging in/out for the entire month in which the person turns 18 or 50. This adds redundant processing daily.
    - c. Modify existing queries that rely on Super Triggers to query from the source tables in the Secondary database
    - d. Modify existing queries that are sensitive to time changes, such as person Date of Birth or effective dating to run periodically and only when appropriate (i.e., the person's DOB or Income effective dating conflicts with their current ABAWD status).

**Outreach Description:**  
**Alternative Procedure Description:**  
**Operational Impact:** N/A

**Estimate: 1269**

Automated Test :	0	Batch/Interfaces :	500	Batch Operations :	40
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	20	Design :	0
Eligibility :	300	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	329	Tech Arch :	80	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-242350] Update Tuolumne County West America Bank Positive Pay file layout

- Resolved: 08/25/2022 04:18 PM

Team Responsible:	<b>Fiscal</b>	Assignee:	<b>Jyoti Jain</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Eric Wu</b>	Change Type (SCR):	<b>Operational Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>161</b>
Reporter:	<b>Sheryl E. Eppler</b>	Regulation Reference:		Created:	<b>03/11/2022 10:16 AM</b>
Status:	<b>Test Complete</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Sheryl E. Eppler</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Fiscal]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Approved by Claudia Pinto on 4/13/2022

**Expedite Approval:** Approved by Karen Rapponotti on 03/15/2022

**Current Design:** Tuolumne County West America Bank Positive Pay file is the same format used for over 10 years.

**Request:** West America Bank will be switching to a new Positive Pay file layout effective March 22, 2022.

**Recommendation:** 1. Update Tuolumne County West America Bank Positive Pay file layout (PO55F107). Please see 'Fixed Record Import Format.pdf'.

**Outreach Description:**

**Alternative Procedure Description:**

**Operational Impact:**

**Estimate:** **161**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	114	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	47	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0





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

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

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

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

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

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

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

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

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

**Outreach**

**Description:**  
**Alternative Procedure** N/A

**Description:**  
**Operational Impact:**  
**Estimate:** **258**

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

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

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

- Resolved: 09/07/2022 03:10 PM

Team Responsible:	<b>Client Correspondence</b>	Assignee:	<b>Vicente Romero</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.09]</b>	Designer Contact:	<b>Phong Xiong</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:	<b>22.09.08</b>	Expedite Changes:	<b>Start Build</b>	Estimate:	<b>53</b>
Reporter:	<b>Phong Xiong</b>	Regulation Reference:		Created:	<b>07/19/2022 03:40 PM</b>
Status:	<b>In Production</b>	Impact Analysis:	<b>[Central Print, Forms/NOA Translations]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maria Arceo</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Correspondence]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>08/16/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					
<b>Non-Committee Review:</b>					
<b>Expedite Approval:</b> Start Build Approval by Karen J. Rapponotti on 08/15/2022					
<b>Current Design:</b> 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."					
<b>Request:</b> Update the GEN 201 to populate "www.benefitscal.com" for all counties.					
<b>Recommendation:</b> 1. Update the GEN 201 population logic to display "www.benefitscal.com"					
<b>Outreach Description:</b>					
<b>Alternative Procedure Description:</b>					
<b>Operational Impact:</b>					
<b>Estimate:</b> 53					
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	35	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	13	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-205633] ACL 18-75 Phase IV-Long Term Funding for Emergency Caregivers with Placements Prior to RFA Approval

Team Responsible:	<b>Eligibility</b>	Assignee:	<b>Manjoban Hundal</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Thomas Lazio</b>	Change Type (SCR):	<b>New Policy</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>1001</b>
Reporter:	<b>Yolanda DelValle</b>	Regulation Reference:	<b>W&amp;IC Sections 309, 361.4, 361.45, 11461.35, 11461.36 and 16519.5</b>	Created:	<b>11/15/2018 06:11 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Ignacio Lazaro</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Foster Care/Kin GAP/AAP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>09/22/2020</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee**

**Review:**  
**Expedite Approval:**  
**Current Design:**

With the implementation of SCR CA-204665 / CIV-102237, the setting of 5K Sub Type Codes 'EC EA Eligible' and 'EC EA Ineligible' was automated for Relative Home, Non-Relative Extended Family Members (NREFM) and RFH placement types with Home Approval/Foster Care License status of 'Emergency Approval'. For RFH placement types, the 'Care Provider Relationship to Child' must be either 'Relative Guardian', 'Relative Non-Guardian' or 'NREFM Non Guardian'.

**Request:**

1. Expand EC funding to pay 5K 'EC EA Eligible' aid code to the following facility types where License status is 'Emergency Approval':
  - o Tribal Specific Homes
  - o RFH with the following child relationship types:
    - NREFM Guardian
    - Non-Relative Guardian
    - Non-Relative Non-Guardian.
2. Create a batch job that checks if Emergency Assistance (EA) Not To Exceed (NTE) Date has passed on any active FC cases that use 5K aid code and run EDBC to update the aid code (Requirement # 723 on FCED Plan-SCRs with Requirements spreadsheet).

**Recommendation:**

1. Update Foster Care License Page for 'Tribal Specific Home' placement types to add 'Emergency Approval' license status option.
2. Update FC EDBC to pay 5K 'EC EA Eligible' aid code to Tribal Specific Homes placement types with Foster Care License status of 'Emergency Approval'.
3. Update FC EDBC to pay 5K 'EC EA Eligible' aid code to remaining relationship types for RFH placement types with 'Emergency Approval' status.
4. Create a daily batch sweep job that checks EA NTE on all active FC cases that use 5K aid code (including 5K with subtype 'EC EA Eligible') and run EDBC on those cases where the NTE has passed since the last time the batch process completed.
5. Update verbiage on RFA 100A discontinuance fragment to match that of the state-provided RFA 100A.

Please see attached design for details.

**Outreach Description:**  
**Alternative Procedure Description:**

Override EDBC

**Operational Impact:****Estimate: 1001**

Automated Test :	72	Batch/Interfaces :	188	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	31	DBA :	0	Design :	0
Eligibility :	330	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	67
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	223	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0



# [CA-235894] Remove 'LTC MC RE Packet Recipient' Field from Online Pages

Team Responsible:	<b>Online</b>	Assignee:	<b>Quynh Nguyen</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Farhat Ulain</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>124</b>
Reporter:	<b>Connor ODonnell</b>	Regulation Reference:		Created:	<b>10/28/2021 05:02 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Maggie Orozco-Vega</b>	Training Impacted:	<b>[CFP/WBT]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	<b>06/01/2022</b>	Other Agency Cross Reference:	
Consortium Review Approval Date:					

### Non-Committee

**Review:**

**Expedite Approval:**

**Current Design:** In the 'Authorized Representative Program Detail' page and the 'Administrative Role Detail' page, the 'LTC MC RE Packet Recipient' field displays if the user specifies the additional recipient for the correspondence in the Medi-Cal program.

**Request:** Remove the 'LTC MC RE Packet Recipient' field from the 'Authorized Representative Program Detail' page and the 'Administrative Role Detail' page.

**Recommendation:** 1. Update the 'Authorized Representative Program Detail' page and the 'Administrative Role Detail' page to remove the 'LTC MC RE Packet Recipient'.

### Outreach

**Description:**

**Alternative Procedure** N/A

**Description:**

**Operational Impact:**

**Estimate:** 124

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	82
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	32	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

## [CA-242760] Enhance MAGI Request Delivery and Error Logging

Team Responsible:	<b>CalHEERS</b>	Assignee:	<b>Maksim Volf</b>	SPG Status:	<b>N/A</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Carmen Kolaskey</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>No</b>	Estimate:	<b>274</b>
Reporter:	<b>Maksim Volf</b>	Regulation Reference:		Created:	<b>03/21/2022 07:01 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design	<b>Maureen Votta</b>	Training Impacted:	<b>[N/A]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Consortium Contact:		Committee:	<b>[Medi-Cal/CMSP]</b>	Funding Source ID:	
Project Phase (SCR):	<b>Production</b>	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

**Non-Committee Review:** Technical Changes only. Approved Maureen Votta on March 29, 2022

### **Expedite Approval:**

### **Current Design:**

#### JMS Settings

MAGI Request (EDR) delivery is facilitated by a Java Messaging Service (JMS) Queue named, "EDR Request." JMS Queues have settings for retry delay, retry count and forwarding. If an EDR message delivery fails, the queue will either try again if the retry count is not reached or forward the message somewhere else. In this case, JMS queue forwards the EDR message to another queue, named "EDR Error." The EDR Error queue is set up to stop processing upon initial failure.

Currently, the JMS setting for re-delivery is one (1) and the 'EDR Request' queue is set up with a 5-minute delay and one retry.

This means, the server will attempt to deliver the EDR message 3 times:

1. The Initial delivery by the EDR Request queue
2. A single re-try by the EDR Request queue (5 minutes later)
3. Another attempt by the EDR Error queue (immediately).

Note: The JSM Queue 'EDR Request' is not limited to only EDRs. The JMS Queue handles all outbound eHIT transitions which include EDR, Disposition, Cancel DER, and Information Update.

#### Transaction Timeout

The below definitions are intended to provide clarification for Transaction Timeouts.

- eHIT Transactions: Defined as eHIT transactions such as EDR, DER, Dispositions, CancelDER, etc.
- Storage Transaction: Defined as a collection of operations (such as Create/Update/Delete Records), within a storage that can be committed or rolled back.

Note: For the purposes of this design, when "transaction" is used, it means "storage transaction" unless otherwise noted.

A Queue Listener writes records into a file storage. That requires a transaction. Queues have their own transactions within the WebLogic server. All queues' transaction timeouts are set via a server-wide Java Transaction API (JTA) setting. A Queue Listener can have a separate transaction, but currently it shares the transaction with the Queue itself.

Timeouts cover the entire exchange: preparing the payload, connecting to the partner, sending, waiting for the partner to validate it, receiving the reply, and saving the reply to the database.

#### Error Logging

The logging of errors and statuses is implemented in Queues' Listeners.

The 'EDR Request' queue failures are not logged. When the EDR message is forwarded to the 'EDR Error' queue, then the EDR message failure is logged, and an EDR 'Error' status is created.

Issues:

1. If outbound eHIT transaction messages take too long to process, that usually indicates that the system is overloaded. Re-trying within a short period of time does not alleviate the load on the system. Not only does that have the potential of failing again, but it also jeopardizes other messages by contributing to the sustained overload.

With the current redelivery settings, the system attempts to deliver the same message 3 times within 5-6 minutes, while the system may be overloaded for several hours.

2. When a message takes too long to process on any step of the way, the Queue times out and schedules the message for re-delivery. Meanwhile, the interface partner may have successfully processed the message and sent the acknowledgement. However, the reply status is not saved to the Queue Listener because the Queue Listener shares the transaction with the Queue itself. This causes the transaction to timeout and be rolled back. The subsequent iteration checks the reply status, but since the reply status was never persisted, the transaction is retried causing duplicate delivery to CalHEERS.

The subsequent iteration checks the reply status, but since the reply status was never persisted, the transaction is retried causing duplicate delivery to CalHEERS.

3. When message delivery is attempted multiple times and fails, the causes of failure may differ. By only logging the last attempt, the information about the previous failure(s) is lost.

**Example:**

The first attempt fails because some data is missing, the transaction goes through the iteration and fails the retry but the last attempt fails due to some network outage/timeout and the failure is logged as a timeout. As a Timeout, there is nothing for the Level 3 support to fix. Level 3 Support would always advise the user to try again. However, because of the data missing in the first failure, something else is broken which Level 3 Support could act upon differently had each failure been logged.

**Error Acknowledgement (a.k.a ACK)**

When MAGI Request (EDR) delivery is facilitated and an EDR is successfully sent to CalHEERS, CalHEERS will send Acknowledgement (ACK). The ACK either confirms successful receipt of the EDR or an error if an error is returned EDR cannot be processed by CalHEERS. In either instance, the System expects an Acknowledgment of either Error Code 'Successful' (S) or 'Error' (E). If an Acknowledgment is received where both the Error Code and the Error Description is blank, this insufficient information and does not provide communication that CalSAWS delivery job is complete.

**Request:**

Update the JMS settings to allow a longer duration between the initial outbound eHIT transaction failure and the re-delivery outbound eHIT transaction attempt. Start including Acknowledgement in the re-delivery when both the Error Code and Error Description is blank. Additionally, update the Error Logging logic to include an error message at the initial outbound eHIT transaction failure and on the re-delivery outbound eHIT transaction failure.

**Recommendation:**

1. Update the JMS setting to allow a longer duration between the initial outbound eHIT transition failure and the re-delivering of the outbound eHIT transaction.
2. Update the system's Queue transaction to be separate from the Listener and increase the Listener time out setting.
3. Update the Error Logging logic to add an error message when the initial outbound eHIT transaction fails. The system will attempt to re-deliver after this initial failure. On the last attempt to re-deliver the outbound eHIT transaction, if the outbound eHIT transaction fails, insert a final error message.
4. Update the following pages to display the new Status of 'Incomplete'.
  - a. MAGI Determination List
  - b. MAGI Determination Summary
  - c. MAGI Disposition Detail
5. Add logic to start using re-delivery for Acknowledgments when both the Error Code and the Error Description is blank.

**Outreach**

**Description:**

**Alternative Procedure Description:**

N/A

**Operational Impact:**

**Estimate:**

**274**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	137	CalHEERS Test :	100
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	0



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

## [CA-246284] Update Application Source to be a Required Field

Team Responsible:	<b>Online</b>	Assignee:	<b>Amrinder Gill</b>	SPG Status:	<b>Approved</b>
Fix Version/s:	<b>[22.11]</b>	Designer Contact:	<b>Vallari Bathala</b>	Change Type (SCR):	<b>Enhancement</b>
Minor Version:		Expedite Changes:	<b>Start Build</b>	Estimate:	<b>316</b>
Reporter:	<b>Matthew Lower</b>	Regulation Reference:		Created:	<b>06/06/2022 03:10 PM</b>
Status:	<b>In Assembly Test</b>	Impact Analysis:	<b>[N/A]</b>	Outreach Required:	<b>No</b>
Policy/Design Consortium Contact:	<b>Dymas Pena</b>	Training Impacted:	<b>[Job Aid]</b>	Funding Source:	<b>CalSAWS M&amp;E</b>
Project Phase (SCR):	<b>Production</b>	Committee:	<b>[Medi-Cal/CMSP, Usability]</b>	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

**Non-Committee Review:** Non-Committee Approval due to impact to Sate Reports by Dymas Pena 07/27/2022

**Expedite Approval:** Karen approved on August 9th 2022

**Current Design:** Currently, the application source information is not required when manually creating a program application in CalSAWS.  
Medi-Cal EDBC auto-test does not copy over the application source from the failed cash-based Medi-Cal program and instead sets the application source for the Medi-Cal program to 'Other'.

**Request:** Update the New Programs Detail, New/Reapplication Detail and Application Registration Summary to make the application source dropdown a required field.  
Update the application source for the auto-tested Medi-Cal program to copy the application source from the failed cash-based Medi-Cal program.

**Recommendation:**

1. Update the New Programs Detail page to have the Application Source field as a required field.
2. Update the New/Reapplication Detail page to have the Application Source field as a required field.
3. Update the Application Registration Summary page to have the Application Source field as a required field.
4. Copy the Application Source from the failed cash-based Medi-Cal program to the auto-tested Medi-Cal program block.

**Outreach Description:**  
**Alternative Procedure Description:**  
**Operational Impact:**  
**Estimate:** **316**

Automated Test :	24	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	89	CalHEERS Test :	45
Client Correspondence :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Online :	66
Performance :	0	Release Communication Support :	0	Reports :	0
Reports Test :	0	Security :	0	Special Project :	0
System Test Support :	92	Tech Arch :	0	Tech ForgeRock :	0
Tech Ops :	0	Training :	0	Translation :	0

**End Content Revisions**