# CalSAWS CCB Agenda

| | |
|---|---|
| **DATE** | NOVEMBER 23, 2022 |
| **TIME** | 1:30 PM |
| **LOCATION** | Microsoft Teams |
| **SUBJECT** | Change Control Board Meeting |
| **INVITEES** | Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management |

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

## 1. CalSAWS SCRs

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| RWR | CA-245517 | | Add State Form NA 1231 to CalSAWS | Client Correspondence | 180 | CalSAWS M&E | Start Build | 22.11.x2 |
| RWR | CA-245691 | | Update CSF 124 Batch Job | Client Correspondence | 88 | CalSAWS M&E | No | |
| RWR | CA-246320 | | Add M16-105 to CalSAWS | Client Correspondence | 150 | Premise | Start Build | 22.11.x1 |
| RWR | CA-246362 | | Add M41-440F to CalSAWS | Client Correspondence | 150 | Premise | Start Build | |
| RWR | CA-246363 | | Add M44-113G1 to CalSAWS | Client Correspondence | 150 | Premise | Start Build | |
| RWR | CA-246394 | | Add MC 239 C-M to CalSAWS | Client Correspondence | 84 | Premise | Start Build | |
| RWR | CA-246426 | | Add MC 359 R to CalSAWS | Client Correspondence | 84 | Premise | Start Build | |

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| RWR | CA-246428 | | Add MC 239 SN-7 to CalSAWS | Client Correspondence | 84 | Premise | Start Build | |
| RWR | CA-246430 | | Add MC 347 to CalSAWS | Client Correspondence | 84 | Premise | Start Build | |
| RWR | CA-247214 | | Add Threshold Languages to M40-125B SAR, M40-129B1, M40-129D2, & M40-129D5 | Client Correspondence | 682 | Premise | Start Build | |
| RWR | CA-247395 | | Add Threshold Languages to M40-171A(11/14) and to the Template Repository | Client Correspondence | 124 | Premise | Start Build | |
| RWR | CA-247397 | | Add the M44-211D (10/21) version to the Template Repository and add the Threshold Languages | Client Correspondence | 144 | Premise | Start Build | |
| RWR | CA-247478 | | Add the M44-207J(06/98) version to the template Repository and add the Threshold Languages | Client Correspondence | 144 | Premise | Start Build | 22.11.x2 |
| RWR | CA-247531 | | Add the M40-107F & M40-107F1 (04/21) Version to the Template Repository and add the Threshold Languages | Client Correspondence | 660 | Premise | Start Build | |
| RWR | CA-247533 | | Add the M40-107F2 (04/21) Version to the Template Repository and add the Threshold Languages | Client Correspondence | 330 | Premise | Start Build | 22.11.x3 |
| RWR | CA-247608 | | Add the NOA M40-107 Addendum 1 & 2 and NOA M40-107A (4/21) Version to the Template Repository and add the Threshold Languages | Client Correspondence | 990 | Premise | Start Build | 22.11.x1 |
| RWR | CA-247613 | | Add the M40-107K (04/21) Version to the Template Repository and add the Threshold Languages | Client Correspondence | 330 | Premise | Start Build | 22.11.x3 |
| RWR | CA-247630 | | Add M40-107 J1 (04/21) Version to the Template Repository and add the Threshold Languages | Client Correspondence | 660 | Premise | Start Build | 22.11.x1 |

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| RWR | CA-249710 | | Add Available Translations for CW 2217 to CalSAWS. | Client Correspondence | 100 | Premise | Start Build | |
| RWR | CA-249718 | | Add Available Translations for SAR 23 to CalSAWS. | Client Correspondence | 223 | Premise | Start Build | |
| RWR | CA-250330 | | Upgrade EMR version to EMR 6.8 | Tech Ops | 1435 | CalSAWS M&O | Start Build | |
| 22.09 | CA-250173 | | Update Batch Job PB00M100 - End date Worker Assignment Logic for Wave 1 CalWIN counties. | Batch/Interfaces | 77 | CalSAWS M&E | Production Deployment | 22.11.10 |
| 22.09 | CA-251415 | | GAGR correspondence spring boot instance for SYS6 for CC Admin Maintenance | Tech Ops | 82 | CalSAWS M&E | Production Deployment | 22.10.27 |
| 22.09 | CA-251536 | | Create FTP Jobs for Collections Interfaces - Santa Clara County | Fiscal | 31 | CalSAWS M&E | Production Deployment | 22.11.14 |
| 22.09 | CA-251902 | | Exclude Wave 1 Counties from the PB00M100 Batch Job until the Batch Job had been updated for those counties | Batch/Interfaces | 15 | CalSAWS M&E | Production Deployment | 22.10.31 |
| 22.11 | CA-214453 | CH-204424 | Update Medi-Cal Batch Protection for PHE to prepare for PHE Lift | CalHEERS | 672 | Premise | Start Build | 22.12.03 |
| 22.11 | CA-231228 | | 1099 Interface and Reconciliation Reports | Reports | 420 | CalSAWS M&E | Start Build | 22.12.15 |
| 22.11 | CA-242903 | | ACIN I-71-22 - 2023 CAPI COLA | Eligibility | 210 | CalSAWS M&E | Production Deployment | 22.12.03 |
| 22.11 | CA-242904 | | ACIN I-71-22 - 2023 CAPI COLA - Batch EDBC | Eligibility | 379 | CalSAWS M&E | Production Deployment | 22.12.10 |
| 22.11 | CA-245192 | | Add CF 502 to Template Repository | Client Correspondence | 164 | Premise | Start Build | 23.01.XX |
| 22.11 | CA-249594 | | Add a new validation on the Application Registration Summary requiring Email address to be in the correct format | Online | 82 | CalSAWS M&E | Start Build | 22.12.15 |

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| 22.11 | CA-250090 | | Update POS (position) Records for Generic Workers to Support Wave 2 Counties Migrating from CalWIN | Online | 113 | CalSAWS M&E | No | 23.01.xx |
| 22.11 | CA-251388 | | SAVE File Layout v37.1 Updates | Batch/Interfaces | 87 | CalSAWS M&E | Production Deployment | 22.12.19 |
| 22.11 | CA-251635 | | CWMDM - Send pre 11/19/2017 persons on Active cases to CWMDM | Batch/Interfaces | 57 | CalSAWS M&E | Production Deployment | 22.12.15 |
| 23.01 | CA-239741 | | MEDIL I 22-01 Federal COVID-19 PHE Additional Contact Requirement | Client Correspondence | 277 | Premise | Start Build | |
| 23.01 | CA-240856 | | Migrate LA County IVR Interface from OSB/OAG | Tech Arch | 270 | CalSAWS M&E | Start Build | |
| 23.01 | CA-245221 | | Create a DHCS CMS Unwinding Eligibility and Enrollment Data Monthly Report | Reports | 880 | Premise | Start Build | |
| 23.01 | CA-247240 | | Add CBO as an Agency Type in Resource Data Bank | Online | 145 | CalSAWS M&E | Start Build | |
| 23.01 | CA-250491 | | Schedule Migration RE Appointment job to Run on the Same Day as the 'Redetermination - Final Exception Report' | Batch/Interfaces | 55 | CalSAWS M&E | Start Build | |
| 23.01 | CA-250650 | | Modifications to Automated Action Cosmetic Attributes | Online | 59 | CalSAWS M&E | Start Build | |
| 23.01 | CA-251235 | | Update Task Upload File Size Validation | Online | 134 | CalSAWS M&E | Start Build | |
| 23.01 | CA-251253 | | CF 502 Mass Mailer via Batch | Client Correspondence | 179 | Premise | Start Build | TBD |
| 23.01 | CA-251523 | | Add a File Size Upload Limit to Document Enclosure Detail Page | Client Correspondence | 112 | CalSAWS M&E | Start Build | |
| 23.01 | CA-251785 | | Enable Kings County Stale Dated Warrant Batch Job | Fiscal | 5 | CalSAWS M&E | Production Deployment | |

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---------|-------|-----------|-----------------|------------------|-------|----------------|--------------------|--------------------|
| 23.01 | CA-251841 | | Update Batch Job PB00M100 - End date Worker Assignment Logic for the remainder of the CalWIN counties | Batch/Interfaces | 174 | CalSAWS M&E | Start Build | |
| 23.02 | CA-240102 | | Cutover Activity for CalWIN Conversion EDBC Benefit Match (Wave 2) | Eligibility | 100 | CalSAWS DD&I | Production Deployment | 23.02.26 |
| 23.02 | CA-251815 | CH-186216 | CalWIN Wave 2: Purge the Disposition Transactions generated through Benefit Match process | CalHEERS | 9 | Premise | No | 23.02.26 |
| 23.03 | CA-227569 | | DHCS CMS PI  Updates | Reports | 666 | CalSAWS M&E | No | |
| 23.03 | CA-241080 | | Turn off GR Batch Job for CW PPO Changes | Batch/Interfaces | 45 | CalSAWS M&E | No | |
| 23.03 | CA-243683 | | Update AP18 transactions for AVP Request | Batch/Interfaces | 344 | CalSAWS M&E | No | |
| 23.03 | CA-245277 | | Test Office IDs for Non-Centralized Counties in Wave 3 | Client Correspondence | 125 | CalSAWS DD&I | No | |
| 23.03 | CA-245949 | | Stanislaus County - Update mapping to new JP Morgan Rush Warrant Stock | Client Correspondence | 70 | CalSAWS M&E | Production Deployment | |
| 23.03 | CA-249742 | | Update CalFresh IRT Determination for PACF households | Eligibility | 154 | CalSAWS M&E | No | |
| 23.03 | CA-249817 | | CalWIN Wave 3 create new activities record for CalWIN historical data. | Online | 88 | CalSAWS M&E | No | 23.04.XX |
| 23.03 | CA-249921 | | Add Variable 23 (WTW_SRED) to Cal-OAR 19A, 19B, 19C, 19D, and 19E | Batch Operations | 544 | Premise | No | |
| 23.05 | CA-218612 | | DDID 1039 Update Enclosure functionality to allow enclosures by language | Client Correspondence | 517 | CalSAWS DD&I | No | |
| 23.06 | CA-249819 | | CalWIN Wave 4 create new activities record for CalWIN historical data. | Online | 88 | CalSAWS M&E | No | 23.07.xx |

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---------|-------|-----------|-----------------|------------------|-------|----------------|--------------------|------------------|
| 23.07 | CA-249820 | | CalWIN Wave 5 create new activities record for CalWIN historical data. | Online | 88 | CalSAWS M&E | No | 23.09.xx |
| 23.09 | CA-249821 | | CalWIN Wave 6 create new activities record for CalWIN historical data. | Online | 88 | CalSAWS M&E | No | 23.10.xx |

| Release | SCR # | X-REF SCR | CONTENT REVISION | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---------|-------|-----------|------------------|------------------|-------|----------------|--------------------|------------------|
| RWR | CA-247426 | | Add the M40-129 B(11/09) version to the Template Repository and add the Threshold Languages | Client Correspondence | 330 | Premise | Start Build | 22.11.x3 |
| 22.03 | CA-244205 | | LA County Purchase - Create New RPA Process | Online | 835 | County Purchase | Production Deployment | 22.04.27 |
| 22.09 | CA-226207 | | DDID 2219, 2716, 2717, 2728, 2258 FDS CSC: CalSAWS Outbound IVR | Contact Center | 400 | CalSAWS DD&I | No | 22.11.30 |
| 22.09 | CA-229573 | | DDID 2284 FDS CSC: Scheduled Callback | Contact Center | 1600 | CalSAWS DD&I | No | 22.12.09 |
| 22.09 | CA-231234 | | DDID 2718 FDS CSC: Task for Cancelling an Appointment in Outbound IVR | Contact Center | 255 | CalSAWS DD&I | No | 22.11.30 |
| 22.09 | CA-234545 | CSPM-49955 | BenefitsCal - New API for e-Notification Verification | BenefitsCal | 841 | CalSAWS M&E | Production Deployment | 22.11.30 |
| 22.09 | CA-241912 | | Add Missing Threshold Languages to Template Repository - DHCS 0001 | Client Correspondence | 465 | Premise | Start Build | 22.11.15 |
| 22.09 | CA-241914 | | Add Missing Threshold Languages to Template Repository - DHCS 0003 | Client Correspondence | 310 | Premise | Start Build | 22.10.31 |
| 22.09 | CA-244203 | | LA County Purchase - Update RPA For BIC Replacement through IVR | Online | 370 | County Purchase | Start Build | 22.10.01 |
| 22.09 | CA-244204 | | LA County Purchase - Update RPA For Exception Automation | Online | 390 | County Purchase | Start Build | 22.10.01 |
| 22.09 | CA-245923 | | LA County Purchase - BenefitsCal EBT/BIC Replacement | Online | 240 | County Purchase | Start Build | 22.10.01 |

| Release | SCR # | X-REF SCR | CONTENT REVISION | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| 22.09 | CA-247957 | | Request for ForgeRock Production Load for Wave 3 CalWIN Counties Prior to the Start of CalSAWS Training | Tech Forge Rock | 2 | CalSAWS DD&I | No | 22.11.14 |
| 22.11 | CA-208510 | | Add Child Placement Type - Resource Family Home to the Batch Job Requirement | Batch/Interfaces | 84 | CalSAWS M&E | No | |
| 22.11 | CA-210234 | CIV-104964 | CFL 18/19-79 Update Electronic Theft replacement and reporting Phase II | Fiscal | 214 | CalSAWS M&E | Start Build | |
| 22.11 | CA-223907 | CA-56313 | ACL 20-129 CF 1239 (12/20) CalFresh Notice of Approval/Termination Transitional Benefits | Client Correspondence | 335 | CalSAWS M&E | Start Build | |
| 22.11 | CA-225079 | | ACL 22-27 Electronic Benefit Transfer (EBT) Scam Benefit Code | Fiscal | 183 | CalSAWS M&E | Start Build | |
| 22.11 | CA-225996 | | ACL 21-52 Update CF 285, Add CF 285A, Cover Letter and Pre-Populated Application Source | Client Correspondence | 1564 | Premise | Start Build | |
| 22.11 | CA-229864 | CIV-106176 | Create two new Pay Codes for Stanislaus County Verification Fees | Fiscal | 279 | CalSAWS M&E | No | |
| 22.11 | CA-233793 | | Update appointment status from Reception Log | Online | 459 | CalSAWS M&E | No | |
| 22.11 | CA-240156 | | Los Angeles County Contact Center Migration to CalSAWS Contact Center Solution | Contact Center | 900 | CalSAWS DD&I | Start Build | 23.11.16 |
| 22.11 | CA-243012 | | CalFresh SSI COLA - 2023 | Batch/Interfaces | 428 | CalSAWS M&E | Start Build | 22.11.28 |
| 22.11 | CA-246166 | CA-252091 | Validate Masked Environment AWS Account Creation | Tech Ops | 1907 | CalSAWS M&O | Start Build | 22.12.xx |
| 22.11 | CA-247958 | | Request for ForgeRock Production Load for Wave 4 CalWIN Counties Prior to the Start of CalSAWS Training | Tech Forge Rock | 2 | CalSAWS DD&I | No | 23.01.02 |

| Release | SCR # | X-REF SCR | CONTENT REVISION | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| 23.01 | CA-221945 | | ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator | Online | 1240 | CalSAWS M&E | No | |
| 23.02 | CA-247959 | | Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training | Tech Forge Rock | 2 | CalSAWS DD&I | No | 23.02.27 |
| 23.03 | CA-55378 | | Impose CW MAP Reduction within the allotted timeframe when Immunization Page is not updated for children in AU under age 6 | Eligibility | 1170 | CalSAWS M&E | No | |
| 23.03 | CA-203208 | CIV-572 | Send MEDS Non-Extended Aid Codes For Foster Care & Kin-GAP Infants | Batch/Interfaces | 1801 | CalSAWS M&E | No | |
| 23.03 | CA-214541 | | Create List of CW Cases with Two Parents; One with Role of 'MMO' with role reason 'FTP Immunization' | Eligibility | 18 | CalSAWS M&E | No | |
| 23.03 | CA-247960 | | Request for ForgeRock Production Load for Wave 6 CalWIN Counties Prior to the Start of CalSAWS Training | Tech Forge Rock | 2 | CalSAWS DD&I | No | 23.05.01 |

## 2. Informational Only: CalSAWS Conversion SCRs

| Release | SCR # | X-REF SCR | DESIGN APPROVAL | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| None | | | | | | | | |

| Release | SCR # | X-REF SCR | CONTENT REVISION | Team Responsible | Hours | Funding Source | Emergency Approval | Priority Release |
|---|---|---|---|---|---|---|---|---|
| None | | | | | | | | |

**The next CCB Meeting is scheduled for 12/8/2022**

## 3. CalSAWS Development Schedule

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

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

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Wave 6 County Prep | **9/18/2023** | | CalWIN to CalSAWS Wave 6 County Prep (Sacramento, San Francisco, San Luis Obispo) | | | | | |
| 23.09 | **9/25/2023** | 9/24/2023 | | **7/28/2023** | 9/1/2023 | 9/6/2023 | 9/8/2023 | 9/20/2023 |
| Wave 6 Go-Live | **10/30/2023** | | CalWIN to CalSAWS Wave 6 Go-Live (Sacramento, San Francisco, San Luis Obispo) | | | | | |
| 23.11 | **11/20/2023** | 11/19/2023 | | **9/29/2023** | 10/27/2023 | 11/1/2023 | 11/3/2023 | 11/15/2023 |
| 24.01 | **1/22/2024** | 1/21/2024 | | **11/22/2023** | 12/29/2023 | 1/3/2024 | 1/5/2024 | 1/17/2024 |

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

# [CA-245517] Add State Form NA 1231 to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Abinash Kumar Jha [X]** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Laxmi Pagadala** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x2** | Expedite Changes: | **Start Build** | Estimate: | **180** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **05/13/2022 11:39 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Adelaide Mendoza** | Training Impacted: | **[Job Aid]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** non-committee approval and sent as an FYI to the CC and CAPI committee 9/27/22 AM

**Expedite Approval:** By Karen Rapponotti on 09/30/2022

**Current Design:** Currently the NA 1231 (9/22) - CAPI Notice of Overpayment – Partial Waiver Approval State form is not in the CalSAWS Template Repository or generated from the system.

**Request:** Add CDSS version of the NA 1231 (9/22) form to CalSAWS Template Repository in the English Languages.

**Recommendation:** Add CDSS version of the NA 1231 (9/22) form to CalSAWS Template Repository in the English Languages.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 180

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 100 | DBA : | 0 | Design : | 30 |
| 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 : | 30 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-245691] Update CSF 124 Batch Job

| Team Responsible: | **Client Correspondence** | Assignee: | **Unassigned** | SPG Status: | **Approved** |
|---|---|---|---|---|---|
| Fix Version/s: | **[RWR]** | Designer Contact: | **Ayman Hussein** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **88** |
| Reporter: | **Tiffany Huckaby** | Regulation Reference: | | Created: | **05/18/2022 02:23 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**
**Expedite Approval:**   Gingko Luna 09/27/2022

**Current Design:**   DDID SCR CA-201968 brought over a batch that generates the CSF 124 (previously the C-IV WTW 733.4).

**Request:**   The current batch looks for an end date on the activity records, however in CalSAWS these records do not require an end date.

Update the batch to look at status reasons instead of end dates.

**Recommendation:**    Update the batch to look at status reasons instead of end dates.

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

**Estimate:**   **88**

| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
|---|---|---|---|---|---|
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 55 | 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 : | 23 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246320] Add M16-105 to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Sumaiya Parveez** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Vamsi Davuluri** | Change Type (SCR): | **Policy Re-Design** |
| Minor Version: | **22.11.x1** | Expedite Changes: | **Start Build** | Estimate: | **150** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | **MPP 16-105** | Created: | **06/07/2022 09:19 AM** |
| Status: | **System Test** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**  Reviewed and approved by Caroline Bui on 9/22/2022

**Expedite Approval:**  By Karen Rapponotti on 09/26/2022

**Current Design:**  Currently M16-105 (08/08) EBT Expedited Availability is not available in CalSAWS.

**Request:**  Add M16-105 (08/08) EBT Expedited Availability to CalSAWS in English and available threshold languages. Languages include:
English, Chinese, Russian, Spanish and Vietnamese.

**Recommendation:**  Add M16-105 (08/08) EBT Expedited Availability to CalSAWS in English and the following threshold languages: Chinese, Russian, Spanish, and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:**  N/A

**Operational Impact:**

**Estimate:**  **150**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 84 | DBA : | 0 | Design : | 21 |
| 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 : | 25 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246362] Add M41-440F to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Shaik Shahul** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Anil Ankad** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **150** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **06/07/2022 04:17 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Maria Arceo 10/28/22. Send to Correspondence committee as FYI 10/31/22 |
| **Expedite Approval:** | By Karen Rapponotti on 11/01/2022 |
| **Current Design:** | Currently M41-440F (6/98) 100 Hour Work Rule - Deny is not available in CalSAWS Template Repository. |
| **Request:** | Add the M41-440F (6/98) 100 Hour Work Rule - Deny to CalSAWS Template Repository in English and available threshold languages.<br>Languages include: English, Spanish, Chinese, Russian and Vietnamese. |
| **Recommendation:** | Add the M41-440F - 100 Hour Work Rule - Deny 6/98 to CalSAWS Template Repository in English and following threshold languages: English, Spanish, Chinese, Russian and Vietnamese. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |

| **Estimate:** | **150** | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 84 | DBA : | 0 | Design : | 21 |
| 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 : | 25 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246363] Add M44-113G1 to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Mohammed Yasin** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Anil Ankad** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **150** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **06/07/2022 04:21 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** 11/7/22 Maria Arceo. Send to Correspondence committee as FYI 11/14/22

**Expedite Approval:** By Michele Peterson on 11/08/2022

**Current Design:** Currently M44-113G1 (6/98) - Change in Income is not available in CalSAWS Template Repository.

**Request:** Add the M44-113G1 (6/98) - Change in Income to CalSAWS Template Repository in English and available threshold languages.
Languages include: English, Spanish, Chinese, Russian and Vietnamese.

**Recommendation:** Add the M44-113G1 (6/98) - Change in Income to CalSAWS Template Repository in English and following threshold languages: Spanish, Chinese, Russian and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **150**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 84 | DBA : | 0 | Design : | 21 |
| 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 : | 25 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246394] Add MC 239 C-M to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Deepika Babu** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Kamal ShakerJ** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **84** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **06/08/2022 07:34 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**   Approved by Virginia Bernal 10/27/2022

**Expedite Approval:**   By Karen Rapponotti on 11/01/2022

**Current Design:**   Currently, MC 239 C-M (05/07) is not available in CalSAWS Template Repository.

**Request:**   Add MC 239 C-M (05/07) CHANGE IN SHARE-OF-COST in English and Spanish language to CalSAWS Template Repository.

**Recommendation:**    Add MC 239 C-M (05/07) in English and Spanish language to CalSAWS Template Repository.

**Outreach Description:**

**Alternative Procedure Description:**   N/A

**Operational Impact:**

**Estimate:**   **84**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 41 | 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 : | 13 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246426] Add MC 359 R to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Anusha Somu** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Dinesh Mariyappan** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **84** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **06/08/2022 02:32 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

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|---|---|
| **Non-Committee Review:** | Approved 11/07/2022 - V. Bernal |
| **Expedite Approval:** | By Michele Peterson on 11/08/2022 |
| **Current Design:** | Currently MC 359 R (05/07) is not available in the CalSAWS Template Repository. |
| **Request:** | Add MC 359 R (05/07) Intercounty Transfer - Receiving County to CalSAWS Template Repository in English and Spanish languages. |
| **Recommendation:** | Add MC 359 R (05/07) Intercounty Transfer - Receiving County to CalSAWS Template Repository in English and Spanish languages. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **84** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 41 | 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 : | 13 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246428] Add MC 239 SN-7 to CalSAWS

| | | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Sagar Karnawadi** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Singaram Manickam** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **84** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **06/08/2022 02:35 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Approved 11/07/2022 - V. Bernal

**Expedite Approval:** By Michele Peterson on 11/08/2022

**Current Design:** Currently MC 239 SN-7 (05/07) is not available in the CalSAWS Template Repository.

**Request:** Add MC 239 SN-7 (05/07) Approval for the Medically Needy or Medically Indigent Program Benefits to CalSAWS Template Repository in English and Spanish languages.

**Recommendation:** Add MC 239 SN-7 (05/07) Approval for the Medically Needy or Medically Indigent Program Benefits to CalSAWS Template Repository in English and Spanish languages.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **84**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 41 | 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 : | 13 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-246430] Add MC 347 to CalSAWS

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Shaik Shahul** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Rohan Bedre** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **84** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **06/08/2022 02:42 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | **[Job Aid]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Approved 11/07/2022 - V. Bernal |
| **Expedite Approval:** | By Michele Peterson on 11/08/2022 |
| **Current Design:** | Currently the MC 347 (05/07) is not available in the CalSAWS Template Repository. |
| **Request:** | Add MC 347 (05/07) Persons age 21 to 65 in a nursing facility denial or discontinuance of benefits to CalSAWS Template Repository in English and Spanish languages. |
| **Recommendation:** | Add MC 347 (05/07) Persons age 21 to 65 in a nursing facility denial or discontinuance of benefits to CalSAWS Template Repository in English and Spanish languages. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **84** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 41 | 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 : | 13 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247214] Add Threshold Languages to M40-125B SAR, M40-129B1, M40-129D2, & M40-129D5

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Dinesh Mariyappan** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Suraj Kumar** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **682** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **06/28/2022 10:44 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

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|---|---|
| **Non-Committee Review:** | 11/02/22 Maria Arceo. Send to Correspondence Committee as FYI 11/08/22 |
| **Expedite Approval:** | By Michele Peterson on 11/08/2022 |
| **Current Design:** | Currently, CalSAWS Temple Repository does not have M40-125B SAR, M40-129B1, M40-129D2 and M40-129D5 in the Threshold Languages. |
| **Request:** | 1. Add M40-125B SAR (4/16) Restore After a SAR7 Discontinuance in all available Threshold Languages to Template Repository. Language include: Chinese, Russian. 2. Add M40-129B1 (12/90) Approval after Immediate Need Payment - Approve in all available Threshold Languages to Template Repository. Language include: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese. 3. Add M40-129D2 (12/90) Procedural Requirements - Deny in all available Threshold Languages to Template Repository. Language include: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese. 4. Add M40-129D5 (11/14) Failed to Provide Proof of SSN Application - Deny in all available Threshold Languages to Template Repository. Language include: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese. |
| **Recommendation:** | 1. Add M40-125B SAR (4/16) Restore After a SAR7 Discontinuance in following Threshold Languages: Chinese, Russian. 2. Add M40-129B1 (12/90) Approval after Immediate Need Payment - Approve in following Threshold Languages: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese. 3. Add M40-129D2 (12/90) Procedural Requirements - Deny in following Threshold Languages: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese. 4. Add M40-129D5 (11/14) Failed to Provide Proof of SSN Application - Deny following Threshold Languages: Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Hmong, Lao, Russian, Tagalog, Vietnamese. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **682** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 440 | DBA : | 0 | Design : | 110 |
| 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 : | 132 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247395] Add Threshold Languages to M40-171A(11/14) and to the Template Repository

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Ajay Agrawal** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Dinesh Mariyappan** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **124** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/01/2022 05:15 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Maria Arceo 10/25/22. Send to Correspondence committee as FYI 10/31/22.

**Expedite Approval:** By Karen Rapponotti on 11/01/2022

**Current Design:** Currently, M40-171A (11/14) is available only in English and Spanish languages in CalSAWS Template Repository.

**Request:** Add M40-171A (11/14) Failure to Cooperate - Deny notice in all available Threshold Languages to CalSAWS Template Repository.
Language include: Chinese, Russian, Vietnamese.

**Recommendation:** Add M40-171A (11/14) Failure to Cooperate - Deny notice in the following Threshold Languages: Chinese, Russian, Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 124

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 80 | DBA : | 0 | Design : | 20 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |
| Performance : | 0 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 24 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247397] Add the M44-211D (10/21) version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Ranjith Madeshwaran** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Singaram Manickam** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **144** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/03/2022 08:48 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |

Consortium Review Approval Date:

**Non-Committee Review:** 11/08/22 Maria Arceo. Send to Correspondence committee as FYI on 11/09/22

**Expedite Approval:** By Michele Peterson on 11/14/2022

**Current Design:** Currently M44-211D (10/21) is not available in the CalSAWS Template Repository.

**Request:** Add the M44-211D (10/21) Temporary Shelter And/Or Permanent Housing in English and available threshold languages to CalSAWS Template Repository.
Languages Include: English, Spanish, Chinese, Farsi and Vietnamese.

**Recommendation:** Add the M44-211D (10/21) Temporary Shelter And/Or Permanent Housing in English and following threshold languages: Spanish, Chinese, Farsi and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **144**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 80 | DBA : | 0 | Design : | 20 |
| 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 : | 24 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247478] Add the M44-207J(06/98) version to the template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Shaik Shahul** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Sagar Karnawadi** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x2** | Expedite Changes: | **Start Build** | Estimate: | **144** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/06/2022 07:28 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Maria Arceo 9/16/22; Send to Correspondence committee as FYI on 9/19/2022

**Expedite Approval:** By Karen Rapponotti on 09/26/2022

**Current Design:** Currently, M44-207J (06/98) Denial notice for family's income higher than MBSAC is not available in CalSAWS Template Repository.

**Request:** Add M44-207J (06/98) Financial Eligibility - Deny in English and available Threshold languages to CalSAWS Template Repository.
Languages Include: English, Spanish, Chinese, Russian and Vietnamese.

**Recommendation:** Add M44-207J (06/98) Financial Eligibility - Deny in English and following Threshold languages: Spanish, Chinese, Russian and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 144

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 80 | DBA : | 0 | Design : | 20 |
| 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 : | 24 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247531] Add the M40-107F & M40-107F1 (04/21) Version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Singaram Manickam** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Kamal ShakerJ** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **660** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/07/2022 09:04 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Gingko Luna 09/23/2022

**Expedite Approval:** By Karen Rapponotti on 09/26/2022

**Current Design:** Currently, M40-107F (04/21) and M40-107F1 (04/21) are not available in CalSAWS Template Repository.

**Request:**
1. Add M40-107F (04/21) Extended Beyond 60 Months of Aid in English and available Threshold Languages to the CalSAWS Template Repository.
Languages include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish and Vietnamese.
2. Add M40-107F1 (04/21) Extender Met After 60th Month in English and available Threshold Languages to the CalSAWS Template Repository.
Languages include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

**Recommendation:**
1. Add M40-107F (04/21) Extended Beyond 60 Months of Aid in English and following Threshold Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish and Vietnamese.
2. Add M40-107F1 (04/21) Extender Met After 60th Month in English and available Threshold Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **660**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 413 | DBA : | 0 | Design : | 103 |
| 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 : | 124 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247533] Add the M40-107F2 (04/21) Version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Mohammed Yasin** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Karuna Ganeri** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x3** | Expedite Changes: | **Start Build** | Estimate: | **330** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/07/2022 09:27 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Gingko Luna 9/6/22

**Expedite Approval:** Approved by Karen Rapponotti on 9/19/22

**Current Design:** Currently M40-107F2 (4/21) Extender Ended is not available in CalSAWS.

**Request:** Add the M40-107F2 (4/21) Extender Ended in English and available threshold languages to CalSAWS template repository.
Languages include: English, Spanish, Russian, Chinese, Arabic, Farsi, Cambodian, Korean, Armenian, Tagalog, Vietnamese, Lao and Hmong.

**Recommendation:** Add the M40-107F2 (4/21) Extender Ended to CalSAWS template repository in English and following threshold languages: Spanish, Russian, Chinese, Arabic, Farsi, Cambodian, Korean, Armenian, Tagalog, Vietnamese, Lao and Hmong.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **330**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 200 | DBA : | 0 | Design : | 50 |
| 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 : | 60 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

## [CA-247608] Add the NOA M40-107 Addendum 1 & 2 and NOA M40-107A (4/21) Version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Thanushree Veereshappa** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Singaram Manickam** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x1** | Expedite Changes: | **Start Build** | Estimate: | **990** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/08/2022 06:40 AM** |
| Status: | **System Test** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

**Non-Committee Review:**  Gingko Luna 9/9/2022

**Expedite Approval:**  Approved by Karen Rapponotti on 9/19/22

**Current Design:**  Currently M40-107 (4/21) Addendum 1 & 2 and M40-107A(4/21) are not available in CalSAWS Template Repository.

**Request:**
1. Add the "M40-107 Addendum 1 - Child Support Collection For CalWORKs 60-Month Time Limit Exemption" in English and available threshold languages to CalSAWS Template Repository.
Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.
2. Add the "M40-107 Addendum 2 - Child Support Collection For CalWORKs 60-Month Time Limit Exemption" in English and available threshold languages to CalSAWS Template Repository.
Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.
3. Add the "M40-107A - Time On Aid (no previous NOA issued) - Other" in English and available threshold languages to CalSAWS Template Repository.
Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

**Recommendation:**
1. Add the "M40-107 Addendum 1 - Child Support Collection For CalWORKs 60-Month Time Limit Exemption" in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.
2. Add the "M40-107 Addendum 2 - Child Support Collection For CalWORKs 60-Month Time Limit Exemption" in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.
3. Add the " M40-107A - Time On Aid (no previous NOA issued) - Other " in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:**  N/A

**Operational Impact:**

**Estimate:**  **990**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 626 | DBA : | 0 | Design : | 153 |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 191 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247613] Add the M40-107K (04/21) Version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Sagar Karnawadi** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Nithin Samineni** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x3** | Expedite Changes: | **Start Build** | Estimate: | **330** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/08/2022 08:55 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Gingko Luna 09/23/2022 |
| **Expedite Approval:** | By Karen Rapponotti on 09/30/2022 |
| **Current Design:** | Currently M40-107K (4/21) Increase Grant due to TOA Adjustment is not available in CalSAWS. |
| **Request:** | Add the M40-107K (4/21) Increase Grant due to TOA Adjustment in English and available threshold languages to CalSAWS Template Repository. Languages include: English Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese. |
| **Recommendation:** | Add the M40-107K (4/21) Increase Grant due to TOA Adjustment to CalSAWS in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |

**Estimate:** 330

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 200 | DBA : | 0 | Design : | 50 |
| 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 : | 60 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247630] Add M40-107 J1 (04/21) Version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Anusha Somu** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Nithin Samineni** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x1** | Expedite Changes: | **Start Build** | Estimate: | **660** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/08/2022 12:24 PM** |
| Status: | **System Test** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Gingko Luna 09/27/2022

**Expedite Approval:** By Karen Rapponotti on 09/30/2022

**Current Design:** Currently M40-107J1 (4/21) Approval After 60 Months on Aid are not available in CalSAWS.

**Request:** Add the M40-107J1 (4/21) Approval After 60 Months on Aid in English and available threshold languages to CalSAWS Template Repository.
Languages include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

**Recommendation:** Add the M40-107J1 (4/21) Approval After 60 Months on Aid to CalSAWS in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **660**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 413 | DBA : | 0 | Design : | 103 |
| 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 : | 124 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-249710] Add Available Translations for CW 2217 to CalSAWS.

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Pooja Pandey** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Pooja Shivanand** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **100** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **08/30/2022 02:51 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | **[Online Help]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

**Non-Committee Review:** Maria Arceo 10/28/22. Send to Correspondence Committee as FYI 10/31/22

**Expedite Approval:** By Karen Rapponotti on 11/01/2022

**Current Design:** Currently CW 2217 (01/15) is available only in English and Spanish Languages in CalSAWS Template Repository.

**Request:** Add CW 2217 (01/15) CalWORKs Request For Voluntary Repayment in all available threshold languages to CalSAWS Template Repository.
Languages Include : Cambodian, Chinese, Russian, Vietnamese

**Recommendation:** Add the CW 2217 (01/15) form in following threshold languages.
Languages: Cambodian, Chinese, Russian and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **100**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 64 | DBA : | 0 | Design : | 16 |
| 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 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-249718] Add Available Translations for SAR 23 to CalSAWS.

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Rakesh Nalluru** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Anusha Somu** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **223** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | | Created: | **08/30/2022 03:32 PM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | **[Online Help]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Maria Arceo 10/28/22. Send to Correspondence committee as FYI 10/31/22 |
| **Expedite Approval:** | By Karen Rapponotti on 11/01/2022 |
| **Current Design:** | Currently, CalSAWS has SAR 23 (3/13) only in English and Spanish languages. |
| **Request:** | Add available threshold languages to the CalSAWS Template Repository for SAR 23 (3/13) Senior Parent Statement Of Facts. Languages include: Arabic, Armenian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog. |
| **Recommendation:** | Add available threshold languages to the CalSAWS Template Repository for SAR 23 (3/13) Senior Parent Statement Of Facts. Languages include: Arabic, Armenian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | 223 |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 144 | DBA : | 0 | Design : | 36 |
| 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 : | 43 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-250330] Upgrade EMR version to EMR 6.8

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Ops** | Assignee: | **Nitin Baxi** | SPG Status: | **N/A** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Jacob Bracey** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **1435** |
| Reporter: | **Suhas Jayathirtha** | Regulation Reference: | | Created: | **09/16/2022 03:20 PM** |
| Status: | **In Development** | Impact Analysis: | **[Technology Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Grady Howe** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&O** |
| Project Phase (SCR): | **Design** | Committee: | **[Tech]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Approved by Laura Chavez on 9/22/22 (see email attachment)

**Expedite Approval:** Approved by Laura Chavez on 9/22/22 (see email attachment)

**Current Design:** Current EMR Version: EMR 5.28

**Request:** Update EMR to version that support custom AMI to remediate vulnerabilities

**Recommendation:** Upgrade EMR to version 6.8

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 1435

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 1340 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 0 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 95 | Training : | 0 | Translation : | 0 |

# [CA-250173] Update Batch Job PB00M100 - End date Worker Assignment Logic for Wave 1 CalWIN counties.

- Resolved: 11/09/2022 04:27 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Sri Muruganantham** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Sowmya Coppisetty** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.10** | Expedite Changes: | **Production Deployment** | Estimate: | **77** |
| Reporter: | **Dymas Pena** | Regulation Reference: | | Created: | **09/13/2022 09:30 AM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Usability]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

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|---|---|
| **Non-Committee Review:** | Non-Committee Approval by Dymas Pena 10/31/2022 based on CRFI responses |
| **Expedite Approval:** | Karen Rapponotti 10/31/2022 |
| **Current Design:** | As per current design, for all former C-IV counties and CalWIN counties the Life Cycle Reassignment Job PB00M100 will automatically end-date the program assignments on same day the program status is updated to either Denied/Discontinued/Deregistered. |
| **Request:** | Update the Life Cycle Reassignment job PB00M100 job logic for CalWIN counties (Yolo County and Placer County) to align with LA county implementation of the Job (SCR CA-48348) for program statuses of Denied/Discontinued/Deregistered. |
| **Recommendation:** | Update the individual county configuration rules for the Life Cycle Reassignment job PB00M100 on when to end date the worker assignment for CalWIN counties (Yolo County and Placer County) to align with LA county implementation of the Job. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | 77 |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 60 | 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 : | 17 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-251415] GAGR correspondence spring boot instance for SYS6 for CC Admin Maintenance

- Resolved: 10/27/2022 04:23 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Ops** | Assignee: | **Raji Reddy** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Raji Reddy** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.10.27** | Expedite Changes: | **Production Deployment** | Estimate: | **82** |
| Reporter: | **Girish Chakkingal** | Regulation Reference: | | Created: | **10/14/2022 11:48 AM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Assembly Test** | Committee: | **[Tech]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**  Approved by Caroline Bui 11/10/2022

**Expedite Approval:**  Approved Laura Chavez 10/18/22

**Current Design:**  There is no GAGR correspondence spring boot instance for the below environments
SYS6 (For the M&O GA/GR notice maintenance process)

**Request:**  Create GAGR correspondence spring boot instance for SYS6 (For the M&O GA/GR notice maintenance process)

**Recommendation:**  Create GAGR correspondence spring boot instance for the below environments
1. SYS6 (For the M&O GA/GR notice maintenance process)
This is required for the county Admin users to test the changes without project involvement in SYS6 environment identified and approved by Consortium for the process in SCR CA-242939

**Outreach Description:**

**Alternative Procedure Description:**  No alternate procedure available.

**Operational Impact:**

**Estimate:**  82

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 17 | 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 : | 8 |
| Tech Ops : | 52 | Training : | 0 | Translation : | 0 |

# [CA-251536] Create FTP Jobs for Collections Interfaces - Santa Clara County

- Resolved: 11/14/2022 04:38 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Fiscal** | Assignee: | **Chandan Talukdar** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Sidhant Garg** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.14** | Expedite Changes: | **Production Deployment** | Estimate: | **31** |
| Reporter: | **Sidhant Garg** | Regulation Reference: | | Created: | **10/18/2022 05:22 PM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Sheryl E. Eppler** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Migration** | Committee: | **[Collections]** | 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 10/17/2022

**Current Design:** DDID 2537 established that CalWIN Counties can receive a Collections Interface file from the CalSAWS project. DDID 2538 established that CalWIN Counties can return a Collections Interface file to the CalSAWS project.

**Request:**
Create FTP jobs that will -
1. Send the CalWIN Collections Outbound File to Santa Clara County.
2. Receive the CalWIN Collections Inbound File from Santa Clara County.

**Recommendation:**
Create the following jobs for Santa Clara County:
1. FTP for Collections Interface Writer (PO43F652)
2. FTP for Collections Interface Reader (PI43F652)

**Outreach Description:**

**Alternative Procedure Description:** Users will manual track recovery accounts changes and post transactions.

**Operational Impact:**

**Estimate:** 31

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 19 | 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 : | 7 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-251902] Exclude Wave 1 Counties from the PB00M100 Batch Job until the Batch Job had been updated for those counties

- Resolved: 10/31/2022 04:28 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Sowmya Coppisetty** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Sowmya Coppisetty** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.10.31** | Expedite Changes: | **Production Deployment** | Estimate: | **15** |
| Reporter: | **Dymas Pena** | Regulation Reference: | | Created: | **10/26/2022 03:42 PM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Usability]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Non-Committee Approval provided for technical update by Dymas 10/26/2022

**Expedite Approval:** Karen Rapponati 10/31/2022

**Current Design:** As per current design, for all former C-IV counties and CalWIN counties the Life Cycle Reassignment Job PB00M100 will automatically end-date the program assignments on same day the program status is updated to either Denied/ Discontinued/Deregistered .

**Request:** Update the Life Cycle Reassignment job PB00M100 job logic for Yolo and Placer as requested through CRFI ### for program statuses of Denied/ Discontinued/ Deregistered.

**Recommendation:** Update the Life Cycle Reassignment job PB00M100 to exclude Yolo and Placer County from the functionality  to end date worker assignment when program status is updated to Denied/Discontinued/Deregistered.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 15

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 7 | 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 : | 8 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-214453] Update Medi-Cal Batch Protection for PHE to prepare for PHE Lift

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **CalHEERS** | Assignee: | **Chad Quan** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Renee Gustafson** | Change Type (SCR): | **New Policy** |
| Minor Version: | **22.12.03** | Expedite Changes: | **Start Build** | Estimate: | **672** |
| Reporter: | **Nina Butler** | Regulation Reference: | **ACWDL 22-18** | Created: | **03/17/2020 04:26 PM** |
| Status: | **System Test** | Impact Analysis: | **[Business Process]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Nina Butler** | Training Impacted: | **[N/A]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Medi-Cal/CMSP]** | Funding Source ID: | **PHE** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | **CH-204424** |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

Streamline approval by Nina Butler on 05/26/2022.

**Expedite Approval:**

Karen J. Rapponotti provided Expedited Build Approval via email on 9/2/2022

**Current Design:**

CA-215211, CA-223883, CA-227173, CA-229364 added a Read-Only reason to Batch EDBC to protect Medi-Cal beneficiaries from having an adverse action during the PHE Protection.

**Request:**

Update the Batch EDBC protections during PHE to allow Discontinuance reason for 'Failure to Complete Redetermination' and to allow discontinuances or adverse actions on or after a renewal to be completed.

Since the PHE end date is unknown, this SCR will update the existing Batch EDBC protection for PHE with a configurable effective date.
Once the PHE end date is confirmed by DHCS, CA-245109 will populate the configurable date in the system.

**Recommendation:**

1. CalSAWS will update existing Batch protections implemented with CA-215211, CA-223883, CA-227173, CA-229364 with a configurable date by adding 'Failure to Complete Redetermination' as an allowable Discontinuance reason and also update protections to no longer apply when an EDBC is run with RE Run reason when the criteria is met. PHE Protections will not apply to the new applications post the PHE lift.

2. System Test needs to test the configurability of the effective dates added to the existing PHE Batch protections since the PHE End date is unknown.

Please find the details of the above mentioned recommendations in the attached design document.

**Outreach Description:**

**Alternative Procedure Description:**

Run EDBC online and take necessary action.

**Operational Impact:**

**Estimate:** **672**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 271 | CalHEERS Test : | 274 |
| 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 : | 35 | 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-231228] 1099 Interface and Reconciliation Reports

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Reports** | Assignee: | **Ritu Mishra** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Esequiel Herrera-Ortiz** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.12.15** | Expedite Changes: | **Start Build** | Estimate: | **420** |
| Reporter: | **Claudia Pinto** | Regulation Reference: | | Created: | **07/19/2021 03:29 PM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Claudia Pinto** | Training Impacted: | **[Online Help]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[State/Fiscal Reports]** | Funding Source ID: | |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

**Non-Committee Review:**

**Expedite Approval:** By Karen Rapponotti 10/4/2022

**Current Design:**
Currently the 1099 Reconciliation Report and 1099 Detail Report do not account for the separate county specific 1099 Interface File processes. This is causing the reports to not reconcile with the 1099 Interface Files. Some differences include the following:
• The reports do not account for Adjustments.
• The reports do not account for payments issued via EDBC.
• The reports checks that the Created By field of the Service Payment is not equal to the county code.
• The reports exclude issuances which were Cancelled, Reissued or Voided if the status has a Created By value which does not equal the county code.

The 1099 Reconciliation Report and the 1099 Detail Report are two separate reports. The 1099 Reconciliation Report provides aggregated summation counts on all the benefits issued to each vendor. The 1099 Detailed Report requires the input of a Tax ID or Resource ID to be able to view each Vendor payment.

**Request:**
1. Update the 1099 Reconciliation Report and the 1099 Detail Report to reconcile with the separate 1099 Interface Files processes used by counties to give accurate counts.
2. Combine the 1099 Reconciliation Report and the 1099 Detailed Report into a single report.
3. Add the following columns to the Vendor Summary widget:
 a. Adjusted Amount
 b. Overpayment Amount
 c. Total Recovered
4. Add the following columns to the Vendor Transaction Details widget:
 a. Adjusted Amount
 b. Overpayment Amount
 c. Total Recovered
 d. Recovery Account Number
5. Disable the 1099 Detail Report

**Recommendation:**
1. Update the 1099 Reconciliation Report base population to use the same base population logic as the 1099 Interface Files.
2. Combine the 1099 Reconciliation Report and the 1099 Detail Report to a single report.

**Outreach Description:**

**Alternative Procedure Description:** The information can be obtained by Ad-Hoc.

**Operational Impact:**

**Estimate:** **420**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 300 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 120 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-242903] ACIN I-71-22 - 2023 CAPI COLA

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Eligibility** | Assignee: | **Manjoban Hundal** | SPG Status: | **Pending** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Thomas Lazio** | Change Type (SCR): | **New Policy** |
| Minor Version: | **22.12.03** | Expedite Changes: | **Production Deployment** | Estimate: | **210** |
| Reporter: | **Jason M. Francis** | Regulation Reference: | **ACIN I-71-22** | Created: | **03/24/2022 02:33 PM** |
| Status: | **In Assembly Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Adelaide Mendoza** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** 10/18/2022 DK

**Expedite Approval:** 10/19/2022 - Karen Rapponotti

**Current Design:** Currently CalSAWS uses the January 1, 2022, payment standards to compute CAPI benefit amounts based on SCR CA-233170.

**Request:** Effective January 1, 2023, benefits for all active CAPI programs must be calculated and issued based on the new amounts from ACIN I-71-22.

**Recommendation:**
 1. Update CalSAWS code tables with the new CAPI COLA values for 2023 and end date code table records from the previous year as of December 31, 2022.

 (see attached design document for full details)

**Outreach Description:**

**Alternative Procedure Description:** User may override the CAPI benefit amount beginning with the 01/2023 benefit month.

**Operational Impact:**

**Estimate:** **210**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 110 | 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-242904] ACIN I-71-22 - 2023 CAPI COLA - Batch EDBC

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Eligibility** | Assignee: | **Manjoban Hundal** | SPG Status: | **Pending** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Thomas Lazio** | Change Type (SCR): | **Policy Re-Design** |
| Minor Version: | **22.12.10** | Expedite Changes: | **Production Deployment** | Estimate: | **379** |
| Reporter: | **Jason M. Francis** | Regulation Reference: | **ACIN I-71-22** | Created: | **03/24/2022 02:37 PM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **Yes** |
| Policy/Design Consortium Contact: | **Adelaide Mendoza** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | 10/18/2022 DK |
| **Expedite Approval:** | 10/19/2022 - Karen Rapponotti |
| **Current Design:** | Currently CalSAWS uses the 2022 CAPI payment standards that are effective from January 1, 2022 based on SCRs CA-233170 (2022 CAPI CTCR) and CA-233171(CAPI COLA Batch Run). |
| **Request:** | CA-242903 will update CalSAWS with the 2023 CAPI COLA Payment Standards effective 01/01/2023. Once that SCR is implemented, run batch EDBC on active CAPI programs to calculate new benefit amounts effective 1/1/2023. Then run batch EDBC on CalFresh programs that have a participant in common with a CAPI program. |
| **Recommendation:** | 1. Run Batch EDBC for CAPI programs to apply the new payment standards along with CF/NB programs that have a CAPI participant in common. <br> 2. Generate exception listings for Counties to review. |
| **Outreach Description:** | Please see attached design for details on exception list. <br><br> The lists will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2022>CA-242904 |
| **Alternative Procedure Description:** | Run Online EDBC |
| **Operational Impact:** | |
| **Estimate:** | **379** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 18 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 12 | DBA : | 0 | Design : | 0 |
| Eligibility : | 198 | 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 : | 116 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-245192] Add CF 502 to Template Repository

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Sumanth Vydana** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Maria Jensen** | Change Type (SCR): | **New Policy** |
| Minor Version: | **23.01.XX** | Expedite Changes: | **Start Build** | Estimate: | **164** |
| Reporter: | **Caroline Bui** | Regulation Reference: | **ACL 23-XX** | Created: | **05/04/2022 03:37 PM** |
| Status: | **In Development** | Impact Analysis: | **[Central Print, Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | **[N/A]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Emergency Allotment Notice** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

**Non-Committee Review:** Reviewed and approved by Caroline Bui on 10/13/2022

**Expedite Approval:** Karen Rapponotti on 10/31/2022

**Current Design:** To increase food benefits in response to (COVID-19) and its effects on the economy, eligible CalFresh (CF) and Transitional CalFresh (TCF) households are issued an Emergency Allotment every month. The Food and Nutrition Service (FNS) released updated guidance on April 1, 2021 where all CalFresh households, regardless of household size, will receive a minimum emergency allotment of $95 per month.

This emergency allotment will be ending. A CF 502 mass mailer will inform all CF and TCF households that this effort is ending.

Currently the system does not have this CF 502 mailer.

**Request:** Add the correspondence to the Template Repository in English and Spanish.

**Recommendation:** Add the informing mass mailer CF 502, into the CalSAWS system in English and Spanish.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **164**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 70 | DBA : | 0 | Design : | 30 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 7 | IVR/CC : | 0 | Online : | 0 |
| Performance : | 0 | Release Communication Support : | 6 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 31 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-249594] Add a new validation on the Application Registration Summary requiring Email address to be in the correct format

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Rajath Cr** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Andrea Rodriguez** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.12.15** | Expedite Changes: | **Start Build** | Estimate: | **82** |
| Reporter: | **Erika Kusnadi** | Regulation Reference: | | Created: | **08/25/2022 11:00 AM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Usability]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Non-Committee Approval for technical change by Dymas Pena 10/27/2022 |
| **Expedite Approval:** | Build Approval received from Karen Rapponotti on 10/20/2022 |
| **Current Design:** | On the Application Registration Summary page, there is no validation for the formatting of the "EMAIL Address" field input. |
| **Request:** | Apply a constraint to the Application Registration Summary page to ensure that the value entered on the "EMAIL Address" field is following the proper email format. |
| **Recommendation:** | 1. Apply a constraint to the Application Registration Summary page to ensure that the value entered on the "EMAIL Address" field is following the proper email format. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | 82 |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 31 | 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 : | 46 |
| 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-250090] Update POS (position) Records for Generic Workers to Support Wave 2 Counties Migrating from CalWIN

| | | | | | | |
|---|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Unassigned** | SPG Status: | **Approved** | |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Gerald Limbrick** | Change Type (SCR): | **Data Change** | |
| Minor Version: | **23.01.xx** | Expedite Changes: | **No** | Estimate: | **113** | |
| Reporter: | **Gerald Limbrick** | Regulation Reference: | | Created: | **09/09/2022 12:47 PM** | |
| Status: | **Pending Approval** | Impact Analysis: | **[Data Impact, Training]** | Outreach Required: | **Yes** | |
| Policy/Design Consortium Contact: | **Darcy Alexander** | Training Impacted: | **[CFP/WBT, Data]** | Funding Source: | **CalSAWS M&E** | |
| Project Phase (SCR): | **Migration** | Committee: | **[IVR & Contact Center, Usability]** | Funding Source ID: | | |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | | |

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|---|---|
| **Non-Committee Review:** | Darcy Alexander approves SCR 10/26/2022 |
| **Expedite Approval:** | |
| **Current Design:** | Counties migrating to CalSAWS from CalWIN do not have a Generic Worker Position or Staff |
| **Request:** | As each CalWIN Wave 2 County (Contra Costa, Santa Clara & Tulare) migrates into CalSAWS:<br>  - Add Phone Number and Email Address for Conversion worker staff<br>  - Add Positions, Phone Numbers and Email Addresses, for the counties' RCC (Regional Call Center) Generic Worker Staff |
| **Recommendation:** | Assumptions:<br><br>Assumption #1: The CalWIN Conversion team will create a POS table record and a STAFF_POS_ASSIGN record for each Wave 2 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).<br><br><br>Requirements:<br><br>1. Add an email address for each Wave 2 county's Conversion Worker Staff, using the email address from the CRFI Response. Note: These Staff records were created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties".<br>   a. Set the email address Type as 'PR' (Primary)<br>   b. Use the email address from the CRFI Response<br><br>2.  Add a phone number (POS_PH_NUM/PH_NUM table records) for each Wave 2 county's Conversion Worker as the county's IVR phone number. Note: These position records must be created first; See Assumption #1.<br>   a. Set the phone number Type as 'MN' (Main)<br>   b. Use the county's IVR phone number:<br>      i. Contra Costa = 866-663-3225<br>      ii. Santa Clara = 877-962-3633<br>      iii. Tulare = 800-540-6880<br><br>3. Add an email address for each Wave 2 county's RCC Worker Staff, using the email address from the CRFI Response. Note: These Staff records were 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 2 county's RCC Worker Staff (these are the RCC Staff records 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 2 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. Contra Costa = 866-663-3225
    ii. Santa Clara = 877-962-3633
    iii. Tulare = 800-540-6880
Note: No Design Document Needed.

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| **Outreach Description:** | CRFI to determine an Office and E-mail that the Generic Workers should be associated to, for each county |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | 113 |

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|---|---|---|---|---|---|
| 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 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-251388] SAVE File Layout v37.1 Updates

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|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Sri Muruganantham** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Howard Suksanti** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | **22.12.19** | Expedite Changes: | **Production Deployment** | Estimate: | **87** |
| Reporter: | **Deanna Rotert** | Regulation Reference: | | Created: | **10/13/2022 05:25 PM** |
| Status: | **Development Complete** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Carlos Zepeda** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[MEDS]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

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|---|---|
| **Non-Committee Review:** | Reviewed and approved by Deanna Rotert on 10/27/2022 |
| **Expedite Approval:** | Approved by Karen J. Rapponotti on 10/27/2022 |
| **Current Design:** | SAVE Inbound does not support the new codes that USCIS will implement. |
| **Request:** | There are several new codes that need to be added into CalSAWS and a few codes whose value need to be updated for the SAVE file layout. |
| **Recommendation:** | Create a CTCR to add or update the new codes from the attachment provided by partner 'SAVE Response File Data Dictionary 10.4.22'.<br><br>Code 36 that is provided by partner has a mapped to 2 different description.<br>36 - APPLICATION PENDING (ASYLUM) - TEMP EMP AUTH<br>36 - APPLICATION PENDING (ASYLUM) - NOT EMP AUTH<br><br>CalSAWS will follow CalWIN approach by using the following as the description on Code 36.<br>36 - APPLICATION PENDING (ASYLUM) |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | None. |
| **Operational Impact Estimate:** | 87 |

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|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 34 | 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 : | 12 |
| Performance : | 0 | Release Communication Support : | 4 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 25 | Tech Arch : | 2 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-251635] CWMDM - Send pre 11/19/2017 persons on Active cases to CWMDM

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|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Shuvam Mahapatra** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Howard Suksanti** | Change Type (SCR): | **Data Change** |
| Minor Version: | **22.12.15** | Expedite Changes: | **Production Deployment** | Estimate: | **57** |
| Reporter: | **Sam Svay** | Regulation Reference: | | Created: | **10/20/2022 02:03 PM** |
| Status: | **In Assembly Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Carlos Zepeda** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Other]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

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|---|---|
| **Non-Committee Review:** | Approved by Carlos Zepeda on 11/1/2022 |
| **Expedite Approval:** | Approved by Karen J. Rapponotti on 11/10/2022 |
| **Current Design:** | CalSAWS does not send CWMDM transaction prior to the November 19, 2017. |
| **Request:** | Create a one-time process to send Person that is Active or Pending prior to November 19, 2017 to CWMDM. |
| **Recommendation:** | Create a One Time DCR to populate the CWMDM_TRANSACT table with persons if they meet the requirements:<br>1) LA County Only<br>2) Active or Pending Person Program Status<br>3) The person is not on a DCFS Medi-Cal program<br>4) Exclude Persons who are present in the CWMDM_TRANSACT table<br>5) Person status is Active or Pending prior to November 19, 2017<br><br>The existing CWMDM batch job will generate an outbound file based on the record created and transfer the file to CWMDM.<br><br>Note: There is no design document for this SCR. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A. |
| **Operational Impact:** | |
| **Estimate:** | **57** |

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|---|---|---|---|---|---|
| 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 : | 12 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-239741] MEDIL I 22-01 Federal COVID-19 PHE Additional Contact Requirement

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Rekha Jaguva Rajan** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Nithya Chereddy** | Change Type (SCR): | **New Policy** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **277** |
| Reporter: | **Nina Butler** | Regulation Reference: | **MEDIL I 22-01** | Created: | **01/19/2022 05:08 PM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | **[N/A]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **PHE Contact** |
| Consortium Review Approval: | | Approved by Committee: | **11/02/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Approved by Karen J. Rapponotti on 05/31/2022

**Current Design:** Per All County Welfare Directors Letter (ACWDL) 14-32, if the beneficiary has not returned the annual renewal form, or has not otherwise provided all of the requested information during the 60 days after the annual renewal form is sent, counties shall attempt to contact the beneficiary to request the needed information, in accordance with Welfare & Institutions Code §14005.37. As a best practice, counties are recommended to contact the beneficiary at least 30 days after sending the annual renewal form when no information has been received.
This MEDIL further instructs counties that, if no information has been received after the annual renewal form has been sent and first attempted contact has been made, counties shall attempt one additional contact for annual renewals due within the 12-months following the end of the federal COVID-19 PHE. DHCS recommends that this additional contact should occur ten calendar days from the date of the initial reminder contact and no later than ten calendar days prior to the annual renewal form due date.

**Request:** The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide counties and the Statewide Automated Welfare Systems (SAWS) with instruction to temporarily initiate one additional contact for all annual renewals due within the 12-months following the end of the federal COVID-19 Public Health Emergency (PHE),as described below. This additional contact is being required as part of ongoing strategies to ensure individuals retain enrollment after the federal COVID-19 PHE ends.

1. Update the existing MC Reminder form (CSF 164) batch schedule to run on the 10th business day of the month prior to the RE Due Month.
2. Update the MC Reminder Notice scheduling to trigger the 2nd Medi-Cal Reminder Notice.
3. Update the MC discontinuance sweep job and Non-MAGI discontinuance sweep job to look for the 2nd MC Reminder notice.

**Recommendation:**
1. Update the Initial MC Reminder job generation date.
2. Update the MC Reminder Notice scheduling to trigger the 2nd Medi-Cal Reminder Notice.
3. Update batch MC Discontinuance Sweep job (PB00CH204) and Non-MAGI Discontinuance Sweep job (PB00E182) to look for 2nd MC Reminder Notice.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **277**

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|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 67 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 67 | CalHEERS Test : | 15 |
| Client Correspondence : | 70 | DBA : | 0 | Design : | 0 |

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|---|---|---|---|---|---|
| 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-240856] Migrate LA County IVR Interface from OSB/OAG

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Arch** | Assignee: | **Adnan Bukhari** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Adnan Bukhari** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **270** |
| Reporter: | **Adnan Bukhari** | Regulation Reference: | | Created: | **02/10/2022 10:26 AM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Brian Rodgers** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Tech]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **11/01/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Approved by Laura C. on 11/01/2022

**Expedite Approval:** Approved by Laura C. on 11/01/2022

**Current Design:** Currently CalSAWS Outbound IVR interface for LA County goes through Oracle Service Bus (OSB) / Oracle Access Gateway (OAG)

**Request:** As OSB/OAG will be retired on January 31, 2023. The interface needs to be updated to remove any dependency on OSB/OAG components.

**Recommendation:** As part of this SCR the LA county IVR interface will be migrated from OSB to AWS Native infrastructure solution

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **270**

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|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 60 | 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 : | 40 | Tech Arch : | 50 | Tech ForgeRock : | 0 |
| Tech Ops : | 120 | Training : | 0 | Translation : | 0 |

# [CA-245221] Create a DHCS CMS Unwinding Eligibility and Enrollment Data Monthly Report

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Reports** | Assignee: | **Aruna Guduru** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Esequiel Herrera-Ortiz** | Change Type (SCR): | **New Policy** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **880** |
| Reporter: | **Michele Peterson** | Regulation Reference: | **SIRFRA 1186** | Created: | **05/05/2022 10:24 AM** |
| Status: | **In Development** | Impact Analysis: | **[Security]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Victor Nunez** | Training Impacted: | **[Online Help]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[State/Fiscal Reports]** | Funding Source ID: | **PHE** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Approved by Victor Nunez on 11/8/22

**Expedite Approval:** By Karen Rapponotti 10/4/2022

**Current Design:** The DHCS CMS Unwinding Eligibility and Enrolment Data report does not existing in CalSAWS.

**Request:** Automate the DHCS CMS Unwinding Eligibility and Enrollment Data report in CalSAWS. The state summary version will contain summary counts for all counties and will be sent directly to DHCS via SFTP process. The report will not be accessible to counties. The county detailed version will contain case level detailed information used by counties to validate the summary counts on the state version of the report.

**Recommendation:** Automate the DHCS CMS Unwinding Eligibility and Enrolment Data state and county detail reports in CalSAWS.

**Outreach Description:**

**Alternative Procedure Description:** The information can be obtained via Ad-Hoc.

**Operational Impact:**

**Estimate:** 880

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 120 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |
| Performance : | 0 | Release Communication Support : | 42 | Reports : | 494 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 184 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-247240] Add CBO as an Agency Type in Resource Data Bank

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Mansi Mehra** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Gerald Limbrick** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **145** |
| Reporter: | **Gingko Luna** | Regulation Reference: | | Created: | **06/28/2022 04:03 PM** |
| Status: | **In Development** | Impact Analysis: | **[Training]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | **[CFP/WBT]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[RDB]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **10/21/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Approved by Karen Rapponotti on 10/27/2022

**Current Design:** The 'Resource Detail' page is used create/enter a specific resource. Currently, "Child Care Agency" is the only Type under the Category "Agency".

**Request:** Add "CBO" as an "Agency" 'Type' for an RDB resource.

**Recommendation:** (See Design Doc. for complete recommendations)

1. Add "CBO" as a 'Type' for an RDB resource under the Category "Agency".

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 145

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 12 | 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 : | 66 |
| Performance : | 0 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 52 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-250491] Schedule Migration RE Appointment job to Run on the Same Day as the 'Redetermination - Final Exception Report'

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Eric Delaney** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Shining Liu** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **55** |
| Reporter: | **Shining Liu** | Regulation Reference: | | Created: | **09/22/2022 11:06 AM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **10/25/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Approved by Karen J. Rapponotti on 10/26/2022

**Current Design:** LA RE appointment jobs (PB19C902, PB19C909), which schedules appointments and generates the RE packet, are scheduled to run on the 4th and 5th calendar day of the month. The report 'Redetermination - Final Exception Report', which lists appointments that could not be scheduled, runs on the 5th and is available on the 6th for LA county only. The Migration RE appointment job (PBXXC907) is set up to opt-in C-IV and CalWIN counties and runs on the 10th of the month, and the non-LA RE packet generation jobs (PB00R543, PB00R544, and PB00R547) run on the 15th of the month.

**Request:** Schedule the Migration RE appointment job (PBXXC907) to run on the same day as the 'Redetermination - Final Exception Report'. The report should run after both the Day 2 LA and Migration RE appointment jobs complete on the 5th calendar day of the month and should capture appointments that could not be scheduled for all counties.

CA-216551 introduced the Migration RE appointment job for CalWIN, and CA-233206 opts in C-IV counties. CA-207399 migrated the non-LA RE packet jobs.

**Recommendation:** 1. Create BSCR to schedule the Migration RE appointment job (PBXXC907) to run on the same day as the 'Redetermination - Final Exception Report'.
2. Turn on the report 'Redetermination - Final Exception Report' for all counties, and schedule the report so that it runs after the both the Day 2 LA and Migration RE appointment jobs complete.

No design document required, CR only changes.

**Outreach Description:**

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

**Operational Impact:**

**Estimate:** 55

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|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 7 | 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 : | 11 |
| 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-250650] Modifications to Automated Action Cosmetic Attributes

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Brian Fohl** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Vallari Bathala** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **59** |
| Reporter: | **Vallari Bathala** | Regulation Reference: | | Created: | **09/27/2022 02:55 PM** |
| Status: | **In Assembly Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Sarah Cox** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Task Management]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **11/03/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Approved by Karen Rapponotti on 11/03/2022

**Current Design:** The "EPPIC Issuance: Missing in Fiscal History" Automated Action references the obsolete Electronic Payment Processing Information Control (EPPIC) System. Additionally, the scenario verbiage for IEVS Report: IEVS Applicant Discrepancy Completed and Generated Document Failed: Review from Online are misleading and don't accurately define the Automated Action scenario. Lastly, the Programs listed for a select set of Automated Actions make legacy references to Food Stamps and Food Stamp Employment and Training programs.

**Request:**
1. Update the reference to EPPIC in the EPPIC Issuance: Missing in Fiscal History Automated Action.
2. Update the scenario verbiage for the IEVS Report: IEVS Applicant Discrepancy Completed Automated Action to be accurate.
3. Update the scenario verbiage for the Online triggered Generated Document Failed: Review Automated Action to be accurate.
4. Remove the reference to ARC in the Programs column in Automated Actions.
5. Update the reference from Food Stamps to CalFresh in the Programs column for impacted Automated Actions.
6. Update the reference from Food Stamp Employment and Training to CalFresh Employment and Training (CFET) in the Programs column for impacted Automated Actions.

**Recommendation:**
1. Update the verbiage in the EPPIC Issuance: Missing in Fiscal History Automated Action to reference the new EBT System.
2. Update the scenario verbiage of IEVS Report: IEVS Applicant Discrepancy Completed.
3. Update the scenario verbiage Generated Document Failed: Review from Online.
4. Update the Automated Action page to remove AR from the Programs column.
5. Update the Automated Action page to change FS to CF in the Programs column.
6. Update the Automated Action page to change FT to CT in the Programs column.

**Outreach Description:**

**Alternative Procedure Description:** None.

**Operational Impact:**

**Estimate:** **59**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 47 |
| 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-251235] Update Task Upload File Size Validation

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **William Truong** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Vallari Bathala** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **134** |
| Reporter: | **Vallari Bathala** | Regulation Reference: | | Created: | **10/11/2022 10:15 AM** |
| Status: | **In Assembly Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Sarah Cox** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Task Management]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Non-Committee Approval given by Sarah Cox

**Expedite Approval:** Approved by Karen Rapponotti on 10/25/2022

**Current Design:** Currently, when a user creates a new Task Upload instruction, completes the necessary fields, and uploads a complete template file, the CalSAWS System does not evaluate or restrict the size of the file at any point. "Preview Processing" only evaluates the validity of information within the template, not the size of the file itself.

**Request:** Evaluate and validate the size of a Task Upload template file to be less than or equal to one megabyte (MB).

**Recommendation:** 1. Update the Task Upload page to prevent a template file larger than one MB from being uploaded with a validation message.

**Outreach Description:**

**Alternative Procedure Description:** None.

**Operational Impact:**

**Estimate:** 134

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 106 |
| 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-251253] CF 502 Mass Mailer via Batch

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Unassigned** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Maria Jensen** | Change Type (SCR): | **New Policy** |
| Minor Version: | **TBD** | Expedite Changes: | **Start Build** | Estimate: | **179** |
| Reporter: | **Jasmine Chen [X]** | Regulation Reference: | **ACL 22-XX** | Created: | **10/11/2022 02:37 PM** |
| Status: | **Approved** | Impact Analysis: | **[Central Print, Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | **[N/A]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Emergency Allotment Notice** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

| | |
|---|---|
| **Non-Committee Review:** | Approved by Caroline Bui 11/10/2022 |
| **Expedite Approval:** | Karen Rapponotti on 10/31/2022 |
| **Current Design:** | Per CA-245192, the CF502 mailer – End of Emergency Allotments, was added to the Template Repository. |
| **Request:** | Generate the CF 502 as a mass mailer via a one-time batch to all active CalFresh and Transitional CalFresh households to inform them the Emergency Allotment effort is ending. |
| **Recommendation:** | Mass mail the CF 502 to all CF and TCF households via a one-time batch process. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **179** |

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|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 101 | DBA : | 0 | Design : | 20 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |
| Performance : | 0 | Release Communication Support : | 8 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 35 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-251523] Add a File Size Upload Limit to Document Enclosure Detail Page

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Guangyu (Grace) Ji** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Phong Xiong** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **170** |
| Reporter: | **Phong Xiong** | Regulation Reference: | | Created: | **10/18/2022 03:47 PM** |
| Status: | **In Development** | Impact Analysis: | **[Customer Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Other]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**    Non-Committee Approval on 10/26/2022 by Maria Arceo

**Expedite Approval:**    Expedited Start Build Approval by Karen J. Rapponotti on 10/25/2022

**Current Design:**    Currently, CalSAWS does not allow users to upload files other than '.pdf'. Users are not allowed to upload pdf more than 4 pages and we do not have any file size validation.

When the page limit is exceeded, the following error message will display: "File(s) wasn't/weren't uploaded, since the limit of pages exceeded."

On the client-side, there is a file extension validation to allow only PDF files to be uploaded. There is no file extension validation on server side to only allow PDF files to be uploaded.

**Request:**    Add a file size upload limit to the Document Enclosure Detail page

**Recommendation:**
   1. Add a file size limit of 450 KB to the Document Enclosure Detail page.
   2. Add a file extension validation on the server side to only take '.pdf' file extension.
   3. Update Page Limit validation error message to say the following: "File(s) wasn't/weren't uploaded, either the file size or page limit has been exceeded."

**Outreach Description:**

**Alternative Procedure Description:**    N/A

**Operational Impact:**

**Estimate:**    **170**

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|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 122 | DBA : | 0 | Design : | 0 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |
| Performance : | 0 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 48 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-251785] Enable Kings County Stale Dated Warrant Batch Job

- Resolved: 11/08/2022 09:56 AM

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Team Responsible: | **Fiscal** | Assignee: | **Romel Acosta** | SPG Status: | **Approved** | | |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Eric Wu** | Change Type (SCR): | **Enhancement** | | |
| Minor Version: | | Expedite Changes: | **Production Deployment** | Estimate: | **5** | | |
| Reporter: | **Sheryl E. Eppler** | Regulation Reference: | | Created: | **10/24/2022 03:31 PM** | | |
| Status: | **System Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** | | |
| Policy/Design Consortium Contact: | **Sheryl E. Eppler** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** | | |
| Project Phase (SCR): | **Production** | Committee: | **[Fiscal]** | Funding Source ID: | | | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | | | |
| Consortium Review Approval Date: | | | | | | | |

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|---|---|
| **Non-Committee Review:** | Teresa Villasenor (Kings County) - Approved - 10/27/2022 |
| **Expedite Approval:** | Approved by Karen Rapponotti on 10/27/2022 |
| **Current Design:** | With SCR # CIV-107319 / BSCR # C4-107323, in May 2020 the Kings County Stale Dated Warrant Batch was turned off.  This job (when running) would find all Warrants remaining in 'Issued' status after 180 days and update the Status to 'Cancelled / Stale Dated'. |
| **Request:** | Turn on the Kings county Stale Dated Warrant Batch. |
| **Recommendation:** | Turn on the Kings county Stale Dated Warrant Batch. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Manually update the issuance to Canceled status via the Issuance Detail page. |
| **Operational Impact:** | |
| **Estimate:** | 5 |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 5 | 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-251841] Update Batch Job PB00M100 - End date Worker Assignment Logic for the remainder of the CalWIN counties

| | | | | | | |
|---|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Gurunandan Vijendra Agnihothri** | SPG Status: | **Approved** | |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Sowmya Coppisetty** | Change Type (SCR): | **Enhancement** | |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **174** | |
| Reporter: | **Dymas Pena** | Regulation Reference: | | Created: | **10/25/2022 02:12 PM** | |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** | |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | | Funding Source: | **CalSAWS M&E** | |
| Project Phase (SCR): | **Production** | Committee: | **[Usability]** | Funding Source ID: | | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | | |
| Consortium Review Approval Date: | | | | | | |

**Non-Committee Review:**   Non-Committee Approval by Dymas Pena 11/03/2022 based on CRFI responses

**Expedite Approval:**   Approved by Karen J. Rapponotti on 11/4/22

**Current Design:**   As per current design, for all former C-IV counties and CalWIN counties the Life Cycle Reassignment Job PB00M100 will automatically end-date the program assignments on same day the program status is updated to either Denied/ Discontinued/Deregistered.

**Request:**
1. Update the Life Cycle Reassignment job PB00M100 job logic for all CalWIN Counties(except Santa Barbara County) to align with LA county implementation of the Job (SCR CA-48348) for program statuses of Denied/ Discontinued/ Deregistered.
2. Update the Life cycle Reassignment job PB00M100 job configuration for San Francisco County.

**Recommendation:**
1. Update the individual county configuration rules for the Life Cycle Reassignment job PB00M100 on when to end date the worker assignment for all CalWIN Counties (except Santa Barbara County) to align with LA county implementation of the Job.
2. Add new configuration to the life cycle reassignment job PB00M100 for San Francisco County to end date the worker assignment 90 days after the Discontinuance/Denied Begin date.

**Outreach Description:**

**Alternative Procedure Description:**   N/A

**Operational Impact:**

| Estimate: | **174** | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 103 | 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 : | 71 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-240102] Cutover Activity for CalWIN Conversion EDBC Benefit Match (Wave 2)

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Eligibility** | Assignee: | **Srinivasa Meenavalli** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.02]** | Designer Contact: | **Srinivasa Meenavalli** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | **23.02.26** | Expedite Changes: | **Production Deployment** | Estimate: | **100** |
| Reporter: | **Amy Gill** | Regulation Reference: | | Created: | **01/27/2022 02:44 PM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Lesley Pevny** | Training Impacted: | | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Other]** | Funding Source ID: | **Conversion** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**   Approved by Karen J. Rapponotti on 11/04

**Expedite Approval:**   Expedited production deployment approved by Karen J. Rapponotti on 11/04. Attached email for reference.

**Current Design:**   Batch Properties for EDBC Benefit Match are not required to be applied for the regular EDBC batch.

**Request:**   Apply Batch Property updates and DCRs for migration cutover activities for EDBC Benefit Match.

**Recommendation:**   Apply Batch Property updates and DCRs for migration cutover activities for EDBC Benefit Match and revert back the EDBC Benefit Match Batch Properties for the regular EDBC batch.

**Outreach Description:**

**Alternative Procedure Description:**   N/A

**Operational Impact:**

**Estimate:**   **100**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 25 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 50 | 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 : | 25 | Training : | 0 | Translation : | 0 |

# [CA-251815] CalWIN Wave 2: Purge the Disposition Transactions generated through Benefit Match process

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **CalHEERS** | Assignee: | **Unassigned** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.02]** | Designer Contact: | **Cynthia Ridley** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | **23.02.26** | Expedite Changes: | **No** | Estimate: | **9** |
| Reporter: | **Renee Gustafson** | Regulation Reference: | | Created: | **10/25/2022 09:57 AM** |
| Status: | **Approved** | Impact Analysis: | **[Other]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maureen Votta** | Training Impacted: | **[N/A]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Migration** | Committee: | **[Medi-Cal/CMSP]** | Funding Source ID: | **CalHEERS** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | **CH-186216** |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | |
| **Expedite Approval:** | Approved By -Maureen Votta - 11/03/2022 |
| **Current Design:** | EDBC Benefit Match Process will generate Dispositions to send to CalHEERS. |
| **Request:** | Purge the disposition transactions generated through Benefit match process. |
| **Recommendation:** | CalSAWS will purge the Dispositions created after the EDBC Benefit match is complete for CalWIN Wave 2. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Dispositions will be sent to CalHEERS. |
| **Operational Impact:** | |
| **Estimate:** | 9 |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 7 | CalHEERS Test : | 2 |
| 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-227569] DHCS CMS PI Updates

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Reports** | Assignee: | **Ravneet Bhatia** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Esequiel Herrera-Ortiz** | Change Type (SCR): | **New Policy** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **666** |
| Reporter: | **Michele Peterson** | Regulation Reference: | **DHCS SIRFRA** | Created: | **04/15/2021 11:36 AM** |
| Status: | **Pending Approval** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Victor Nunez** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[State/Fiscal Reports]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Approved by Victor Nunez on 11/8/22 |
| **Expedite Approval:** | |
| **Current Design:** | The DHCS CMS Performance Indicators Master Data Request reports need to be updated per the latest instructions provided by DHCS. |
| **Request:** | Update the DHCS CMS Performance Indicators Master Data Request report as requested by DHCS. |
| **Recommendation:** | |

1. Indicator 5 - Number of Applications Received:
a. Capture data for the CalWIN counties. All the 58 counties appear on the state version of reports. The county version of the report will become available to the county.
b. Split indicators 5a and 5b. Indicator 5a is now labeled "5.a All applications (5b+5n)". The indicator is now equal to the sum of 5b and 5n for a given county. Previously 5a was equal to 5b.
c. Relabel indicator 5b to "5b. Applications received by the Medicaid agency (5c+5d+5e+5f+5g)". The column represents the summation of indicators 5c – 5g for each given county.
d. Update indicator 5d. Mail to exclude Fax applications. These applications are now reported under indicator 5g. Other.
e. Update indicator 5e. In Person to include Out-Station applications.
f. Add a new indicator labeled 5n. SBM. The indicator captures all applications received from CalHEERS. Previously the CalHEERS applications were captured under 5c. Online. The 5n. SBM indicator will also include CalHEERS applications that are not linked to a case. Previously indicator 5 did not include referrals that were not linked to a case.
g. Update indicator 5g. Other to exclude ICT applications and Single Point of Entry (SPE) applications. ICT and SPE applications are excluded from indicator 5 entirely. Indicator 5g now captures any application, including newly introduced application types, that are not captured on indicators 5b-5f or 5n and that are not ICT or SPE applications.
h. Update the base population logic to only report one application for a given person if multiple applications are submitted. The first application received will be reported.
i. Update the sub indicator totals on the state and county version of the report to account for the new base population logic.
j. Add the following columns to the county version of the report:
 • Application Date
 • Application Pending Date
 • Referral Date
 • MAGI Case Number
k. Update the logic to the existing columns in the county version of the report to account for CalHEERS referrals which have not been linked to a case:
 • Case Number
 • Case Name
 • Person Name
 • DOB
 • CIN

2. Indicator 7 - Renewals:
a. Capture data for the CalWIN counties. All the 58 counties appear on the state version of the reports. The county version of the report will become available to the county.
b. Include aid code 'P0' to indicators 7a and 7b.
c. Exclude aid code '0C' from the indicator.
d. Exclude the role reason of Medi-Cal Member Only from the indicator logic. This role reason is only used in cash based Medi-Cal. This is a residual condition from when the report included cash based Medi-Cal.
e. Update the report logic to select a single aid code for an individual when multiple aid codes are assigned. Currently the report is reporting duplicates due to multiple approved budget tests each having an aid code.
f. Update the sub indicator totals on the state and county version of the report to account for the new base population logic.
3. Indicator 9 - Total Number of Individuals Determined Eligible:
a. Capture data for the CalWIN counties. All the 58 counties appear on the state version of the reports. The county version of the report will become available to the county.
b. Include aid code 'P0' from indicators 9a, 9b, 9d, 9e, 9g and 9i.
c. Exclude aid code '0C' from the indicator.
d. Update the report logic to select a single aid code for an individual when multiple aid codes are assigned. Currently the report is reporting duplicates due to multiple approved budget tests each having an aid code.
e. Exclude the role reason of Medi-Cal Member Only from the indicator logic. This role reason is only used in cash based Medi-Cal. This is a residual condition from when the report included cash based Medi-Cal.
f. Update the base population logic to no longer consider the program person application event of Retro Approved as an Eligible determination. The indicator no longer reports retro determinations.
g. Update the base population logic to not take into consideration the following application events when evaluating for the latest event. The Change event is an administrative event. The Retro events relate to a single retro month.
 • Change
 • Retro Pending
 • Retro Approved
 • Retro Denied
 • Retro Denial Rescinded
 • Retro Rescind Approved (Denial)
 • Denial Rescinded
 • Discontinuance Rescinded
 • Rescind Approved (Denial)
 • Rescind Approved (Discontinued)
h. Update the base population logic to only report one application for a given person if multiple applications are submitted. The first application received will be reported.
i. Update the sub indicator totals on the state and county version of the report to account for the new base population logic.
j. Add the following columns to the county detail sheet:
 • Application Date
 • Completed RE Due Date
4. Indicator 10 - Total Number of Individuals Determined Ineligible:
a. Capture data for the CalWIN counties. All the 58 counties appear on the state version of the reports. The county version of the report will become available to the county.
b. Remove the list of reportable denial reasons. Previously only ineligible determinations with a status reason in the list were reported. The list is replaced with a list of non-reportable status reasons. These excluded status reasons are for ineligible determinations due to requesting disenrollment, individuals who were denied but did not apply and denials for CMSPI, Express Lange, etc.
c. Report an Ineligible determination as either MC or both MC and CHIP using the following logic:
 • If the individual is determined eligible for CHIP (having a CHIP aid code) count this determination on indicator 10 as MC Ineligible. Note the same determination will also be reported on indicator 9 as CHIP eligible. This is because MC eligibility should be evaluated first and found to be ineligible before checking CHIP eligibility.
 • If the individual is determined ineligible for MC and the individual is 19 years old or older as of the last day of the report month, then count the ineligibility as MC Ineligible only. The individual should not be evaluated for CHIP eligibility due to being over age.
 • If the individual is determined ineligible for MC and the individual is 18 years or younger as of the last day of the report month, count the indelibility as both MC ineligible and CHIP ineligible.
d. Update the report logic to report only a single program person application denial. Currently the report is reporting an individual multiple times if multiple applications were denied during the report month.
e. Update the report logic to select a single EDBC record based on the latest Begin Date followed by the latest database created on date.

f. Exclude the role reason of Medi-Cal Member Only from the indicator logic. This role reason is only used in cash based Medi-Cal. This is a residual condition from when the report included cash based Medi-Cal.

g. Update the base population logic to no longer consider the program person application event of Retro Denied as an Ineligible determination. The indicator no longer reports retro determinations.

h. Update the base population logic to not take into consideration the following application events when evaluating for the latest event. The Change event is an administrative event. The Retro events relate to a single retro month.
- Change
- Retro Pending
- Retro Approved
- Retro Denied
- Retro Denial Rescinded
- Retro Rescind Approved (Denial)
- Denial Rescinded
- Discontinuance Rescinded
- Rescind Approved (Denial)
- Rescind Approved (Discontinued)

i. Include the Discontinued Financially Responsible – Included (FRI) population to the indicator. This is a person who is not eligible for assistance but is financially responsible to the program and is included in the unit size. The individual must apply for benefits to be reported.

j. Update the sub indicator totals on the state and county version of the report to account for the new base population logic.

k. Update the logic to the following existing columns on the county detail version of the report:
- Determination Reason

l. Add the following columns to the county version of the report:
- Determination Status

5. Indicator 11 - Number of Pending Applications or Redeterminations:

a. Capture data for the CalWIN counties. All the 58 counties appear on the state version of the version of the reports. The county version of the report will become available to the county.

b. Include aid code 'P0' to the indicator 11a.

c. Exclude aid code '0C' to the indicator.

d. Update Indicator 11b. Pending App to display '1' rather than 'A'. All counties are reporting at the individual level represented by '1'. The 'A' represents counties that are reporting at the case level or at the case and individual level.

e. Select a single aid code when an individual has multiple assigned aid codes. Currently the report is reporting duplicates due to multiple approved budget tests each having an aid code.

f. Update the base population for Indicator 11 to exclude the role of Medi-Cal Member Only when evaluating for the Pending at MC Agency base population. This is a residual condition from when the report included cash based Medi-Cal.

g. Exclude Pending Applications that are not tied to a 'Pending' program status as of the last day of the report month. These applications are stuck in 'Pending' status and cannot be actioned by a worker in the system. Currently these applications are being reported every month as Pending even though the program has been approved or denied with a newer application.

h. Update the base population logic to no longer consider the program person application event of Retro Pending. The indicator no longer reports pending retro determinations.

i. Update the base population logic to not take into consideration the following application events when evaluating for the latest event. The Change event is an administrative event. The Retro events relate to a single retro month.
- Change
- Retro Pending
- Retro Approved
- Retro Denied
- Retro Denial Rescinded
- Retro Rescind Approved (Denial)
- Denial Rescinded
- Discontinuance Rescinded
- Rescind Approved (Denial)
- Rescind Approved (Discontinued)

j. Update the sub indicator totals on the state and county version of the report to account for the new base population logic.

k. Add the following columns to the county version of the report:
- Application Date

• Application Pending Date
l. Update the 'Determination Type' column in the county version of the report to display the value 'Redetermination' rather than 'Renewal'.

6. Indictor 12 - Processing Time for Determinations:
a. Capture data for the CalWIN counties. All the 58 counties appear on the state version of the reports. The county version of the report will become available to the county.
b. Update the indicator 12k label from '12k: Less than 30 days' to '12k: Within 30 days' on the state and county version of the report.
c. Update the MAGI and Non-MAGI budget test mapping as presented on Appendix 7.2. The budget tests are used to determine whether a single determination should be counted under the MAGI processing time, Non-MAGI processing time or both. Some budget tests have been excluded such as County Medical Service Program (CMSP, Express Lane, FC/KG/AAP) budget tests from lists.
d. Update the indicator 12 logic to calculate MAGI and Non-MAGI processing time as follows:
• MAGI Only Processing Time – For determination with only MAGI budget tests associated, the processing time is calculated as follows:
Start Date: If there is an associated determination response, then the start date is the Application Date on the Program Application or the Program Person Application else the start date is the date the program application or program person application was created in the system (CREATED_ON).
End Date: If there is an associated determination response, then the end date is the referral timestamp (REF_TIMESTAMP) else the end date is equal to the event date of the first approval/denial event of the program application or program person application.
• Non-MAGI Only Processing Time – For determination with only Non-MAGI budget tests associated, the processing time is calculated as follows:
Start Date: From the date the program application or program person application record was created in the database.
End Date:  The event date of the first approval/denial event of the determination.
• MAGI and Non-MAGI Processing Time – For determination with both MAGI and Non-MAGI budget tests associated, the processing time is calculated as follows:

MAGI Start Date: If there is an associated determination response, then the start date is the Application Date on the Program Application or Program Person Application else the start date is the date the program application or program person application was created in the system (CREATED_ON).
MAGI End Date: If there is an associated determination response, then the end date is the referral timestamp (REF_TIMESTAMP) else the end date is equal to the event date of the first approval/denial event of the program application or program person application.
Non-MAGI Start Date: If there is an associated determination response, then the start date is the referral timestamp (REF_TIMESTAMP) else from the date the program application or program person application record was created in the database.
Non-MAGI End Date:  The event date of the first approval/denial event of the determination.

Note this process also applies to denied determinations. Previously denied determinations were treated as MAGI only determinations due to not having no aid code.

e. Exclude the role reason of Medi-Cal Member Only from the indicator logic. This role reason is only used in cash based Medi-Cal. This is a residual condition from when the report included cash based Medi-Cal.
f. Update the logic which defines a disability application. The list of medical conditions has been expanded. The reported medical condition must now be effective during the determination rather than as of the last day of the report month.
g. Remove the condition that a Denied person must either not have an aid code or the aid code must be in the list of the Master Aid Code list. A denied person does not have an aid code but may have a residual aid code due to an overwritten EDBC record.
h. Update the condition that restricts the EDBC record to have a begin and end date that encompass the program application or program person application event's effective date. This condition is causing valid determinations from being reported.
Technical Note: The PERS_EDBC table can be used when a person is added to an existing program application.
i. Select a single aid code when an individual has multiple assigned aid codes. Currently the report is reporting duplicates due to multiple approved budget tests each having an aid code.
j. Update the sub indicator totals on the state and county version of the report to account for the new base population logic.
k. Remove the following column from the county version detail sheet:
• RE Due Date

l. Add the following columns to the county version detail sheet:
• Budget Test
• Referral Timestamp
m. Update the logic for the following columns:
• Aid Code
• Days to Process
• Disability Indicator
• Application Received Date
n. Update the DHCS CMS Performance Indicator 12 Details generated file name to be in the following format: CalSAWS_[YYYY]_[MM]_Ind12_[RunDate].xlsx

**Outreach Description:**

**Alternative Procedure Description:**    The information can be obtained via Ad-Hoc

**Operational Impact:**

**Estimate:**    **666**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 501 |
| Reports Test : | 165 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 0 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-241080] Turn off GR Batch Job for CW PPO Changes

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Edgars Reinholds** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Howard Suksanti** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **45** |
| Reporter: | **Paul Galloway** | Regulation Reference: | | Created: | **02/14/2022 05:30 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Adelaide Mendoza** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[GA/GR]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **09/12/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:** PB00E166 triggers EDBC for persons in an Active GR Program, who either has had the child or has terminated, and whose expected delivery date is documented to be within 3 months back from the batch jobs run month. The batch job also excludes people who are drug felons.
PB00E166 currently averages [2] Records monthly for processing.

A Pregnant Person Only (PPO) applicant used to be eligible to CW no earlier than the second trimester of their pregnancy. ACL 21-140 updated this so that starting on 7/1/2022 a PPO can receive CW whenever they apply during the pregnancy (see CA-232061).

**Request:** After ACL 21-140 Batch Job PB00E166 will no longer be needed because a PPO can receive CW at any time during the pregnancy.

**Recommendation:** 1. Turn off Batch Job PB00E166

**Outreach Description:**

**Alternative Procedure Description:** Case can be denied via negative action.

**Operational Impact:**

**Estimate:** **45**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 28 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |
| Performance : | 0 | Release Communication 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-243683] Update AP18 transactions for AVP Request

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Angela Zhao** | SPG Status: | **Select a value** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Howard Suksanti** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **344** |
| Reporter: | **Jennifer Muna** | Regulation Reference: | | Created: | **04/08/2022 12:24 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Carlos Zepeda** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[MEDS]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **10/24/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:** When an Asset Verification Request is submitted through the IEVS Request page, AP18 transaction is triggered to MEDS only when the Medi-Cal (MC) program status is Active.

**Request:** Update MEDS AP18 to send pending Medi-Cal program when an Asset Verification Request is submitted.

**Recommendation:** Update MEDS AP18 to send pending Medi-Cal program when an Asset Verification Request is submitted.

Please find more details in the design document.

**Outreach Description:**

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

**Operational Impact:**

**Estimate:** **344**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 198 | 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 : | 116 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-245277] Test Office IDs for Non-Centralized Counties in Wave 3

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Rekha Jaguva Rajan** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Maria Jensen** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **125** |
| Reporter: | **Maria Jensen** | Regulation Reference: | | Created: | **05/06/2022 09:46 AM** |
| Status: | **Approved** | Impact Analysis: | **[Central Print]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Other]** | Funding Source ID: | **Application Development and Test** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Maria Arceo 11/2/22

**Expedite Approval:**

**Current Design:** 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.

**Request:** CA-217127 Test Office IDs for Non-Centralized Counties in Wave 3 (Santa Barbara and Ventura Counties)

Note: this SCR does NOT have a Design Document.

**Recommendation:** CA-217127 Test Office IDs for Non-Centralized Counties in Wave 3

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 125

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 80 | 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 : | 45 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-245949] Stanislaus County - Update mapping to new JP Morgan Rush Warrant Stock

| Team Responsible: | **Client Correspondence** | Assignee: | **Unassigned** | SPG Status: | **Approved** |
|---|---|---|---|---|---|
| Fix Version/s: | **[23.03]** | Designer Contact: | **Connor Gorry** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Production Deployment** | Estimate: | **70** |
| Reporter: | **Sheryl E. Eppler** | Regulation Reference: | | Created: | **05/25/2022 02:56 PM** |
| Status: | **Approved** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Sheryl E. Eppler** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Fiscal]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Renee Green (Stanislaus) - Approved - 10/20/2022

**Expedite Approval:** Karen Rapponotti - Approved - 11/02/2022

**Current Design:** Stanislaus County used Bank of the West

**Request:** Stanislaus County will be moving to JP Morgan effective May or June 2022.

**Recommendation:**

Stanislaus County Only:
(1) Update the Rush Warrant Mapping for the new JP Morgan Warrant Stock.

(2) Conduct Rush warrant print testing of newly mapped Warrant stock.

**Outreach Description:**

**Alternative Procedure Description:** Continue utilizing existing mapping.

**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 |
| 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-249742] Update CalFresh IRT Determination for PACF households

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Eligibility** | Assignee: | **Unassigned** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Sridhar Mullapudi** | Change Type (SCR): | **Policy Re-Design** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **154** |
| Reporter: | **Caroline Bui** | Regulation Reference: | **ACL 14-56** | Created: | **08/31/2022 09:16 AM** |
| Status: | **Pending Approval** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **10/31/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:** Individuals aided under any public assistance programs can result in the CalFresh household to be classified as PACF household. CalFresh PACF households, the system shall assign CalWORKs IRT for CalFresh.

**Request:** CalSAWS shall assign CW IRT to a CF EDBC only when all members on CF are also public assisted on CW program.

**Recommendation:** Update eligibility logic to use CW IRT for CF PACF household when all members of CF household are on CW

**Outreach Description:**

**Alternative Procedure Description:** Create Manual EDBC

**Operational Impact:**

**Estimate:** 154

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 89 | 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 : | 50 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-249817] CalWIN Wave 3 create new activities record for CalWIN historical data.

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Unassigned** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Erika Kusnadi** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.04.XX** | Expedite Changes: | **No** | Estimate: | **88** |
| Reporter: | **Erika Kusnadi** | Regulation Reference: | | Created: | **09/01/2022 02:46 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[Data Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Migration** | Committee: | **[RDB, Welfare to Work/WPR]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Gingko Luna 9/2/22

**Expedite Approval:**

**Current Design:** Currently in CalSAWS, an Activity can only have a maximum of 999 records associated to it. Data coming in from CalWIN wave 3 counties have more than the 999 maximum records allowed in CalSAWS for a single Activity. Due to this, users are not able to view the Activities that have more than 999 records associated to it in the CalSAWS system.

**Request:** Update the Wave 3 CalWIN converted Activities to only be associated to have 999 records at a time.

**Recommendation:**
1. Create new Activity record for converted Activities record that have more than 999 records associated to it.
   A) The amount of new Activity records that needs to be created will be dependent on the amount of records that is associated to the converted Activity.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 88

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

# [CA-249921] Add Variable 23 (WTW_SRED) to Cal-OAR 19A, 19B, 19C, 19D, and 19E

| | | | | | | |
|---|---|---|---|---|---|---|
| Team Responsible: | **Batch Operations** | Assignee: | **Angela Zhao** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Howard Suksanti** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **544** |
| Reporter: | **Gingko Luna** | Regulation Reference: | **SCERFRA 21-537** | Created: | **09/06/2022 03:49 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Welfare to Work/ WPR]** | Funding Source ID: | **Cal-OAR** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

Gingko Luna 11/1/22

**Expedite Approval:**

**Current Design:** Cal-OAR variable 23 is included in Cal-OAR 19 file. Cal-OAR variable 23 is not included in Cal-OAR 19A, 19B, 19C, 19D, and 19E files.

**Request:** Include variable 23 in Cal-OAR 19A, 19B, 19C, 19D, and 19E.
For the 19C, 19D, and 19E files variable 23 should be for the final month of the measurement period (i.e. last month of quarter or last month of semi-annual period).

**Recommendation:** Include variable 23 in Cal-OAR 19A, 19B, 19C, 19D, and 19E.

Please find more details on the data element specification in the support document (Cal-OAR Data Element Specification CA-249921.xlsx)

Variable 23 will be added as the last column in Cal-OAR 19A, 19B, 19C, 19D, and 19E. There will be no change to the other existing data element fields.

**Outreach Description:**

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

**Operational Impact:**

**Estimate:** **544**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 337 | 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 : | 27 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 108 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-218612] DDID 1039 Update Enclosure functionality to allow enclosures by language

| Team Responsible: | **Client Correspondence** | Assignee: | **Unassigned** | SPG Status: | **N/A** |
|---|---|---|---|---|---|
| Fix Version/s: | **[23.05]** | Designer Contact: | **Maria Jensen** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **517** |
| Reporter: | **Amy Gill** | Regulation Reference: | | Created: | **08/11/2020 11:13 AM** |
| Status: | **Approved** | Impact Analysis: | **[Central Print]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Other]** | Funding Source ID: | **Application Development and Test** |
| Consortium Review Approval: | **Maria Arceo** | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | **05/09/2022** | | | | |

| | |
|---|---|
| **Non-Committee Review:** | |
| **Expedite Approval:** | 11/02/22 Maria Arceo |
| **Current Design:** | CA-216057 updated the enclosure functionality in CalSAWS for the Migrating counties to add the Enclosure Approval process from C-IV. Currently the Document Enclosure Detail page allows only one enclosure to be used per selected form for all the CalSAWS supported languages. For Migrating counties, enclosures can be added for 7 forms including the CalWORKs and CalFresh RE packets which were added from C-IV with CA-207399. See the Appendix (in the Design Document) for a list of forms that allow enclosures for LA County and Migrating counties. |
| **Request:** | Currently the Document Enclosure Detail page allows only one enclosure to be used per selected form for all the CalSAWS supported languages. Update the enclosure functionality in CalSAWS to allow for enclosures to be uploaded/attached by language. |
| **Recommendation:** | 1. Update the enclosure functionality in CalSAWS to allow for enclosures to be uploaded/attached by language. 2. Limit the number of total enclosures that can be added to allow at most the number of available languages per selected form. 3. Add table of Language/File Name on the Document Enclosure Detail page after adding and saving more than 1 enclosure file. 4. Add Language mention per File Name in the Submitted Enclosures email. 5. Add validation for uploaded files. 6. Update Estimates calculation for Total number of pages and Total number of impressions fields on the Document Enclosure Detail page after adding and saving more than 1 enclosure file. 7. Update Estimates calculation in the Submitted Enclosures email. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Use current functionality. |
| **Operational Impact:** | |
| **Estimate:** | **517** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 10 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 391 | 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 : | 116 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

# [CA-249819] CalWIN Wave 4 create new activities record for CalWIN historical data.

| Team Responsible: | **Online** | Assignee: | **Unassigned** | SPG Status: | **N/A** |
|---|---|---|---|---|---|
| Fix Version/s: | **[23.06]** | Designer Contact: | **Erika Kusnadi** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.07.xx** | Expedite Changes: | **No** | Estimate: | **88** |
| Reporter: | **Erika Kusnadi** | Regulation Reference: | | Created: | **09/01/2022 03:01 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[Data Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Migration** | Committee: | **[RDB, Welfare to Work/WPR]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Gingko Luna 9/2/22

**Current Design:** Currently in CalSAWS, an Activity can only have a maximum of 999 records associated to it. Data coming in from CalWIN wave 4 counties have more than the 999 maximum records allowed in CalSAWS for a single Activity. Due to this, users are not able to view the Activities that have more than 999 records associated to it in the CalSAWS system.

**Request:** Update the Wave 4 CalWIN converted Activities to only be associated to have 999 records at a time.

**Recommendation:**

1. Create new Activity record for converted Activities record that have more than 999 records associated to it.
   A) The amount of new Activity records that needs to be created will be dependent on the amount of records that is associated to the converted Activity.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **88**

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

# [CA-249820] CalWIN Wave 5 create new activities record for CalWIN historical data.

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Unassigned** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.07]** | Designer Contact: | **Erika Kusnadi** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.09.xx** | Expedite Changes: | **No** | Estimate: | **88** |
| Reporter: | **Erika Kusnadi** | Regulation Reference: | | Created: | **09/01/2022 03:05 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[Data Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Migration** | Committee: | **[RDB, Welfare to Work/WPR]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

Gingko Luna 9/2/22

**Expedite Approval:**

**Current Design:** Currently in CalSAWS, an Activity can only have a maximum of 999 records associated to it. Data coming in from CalWIN wave 5 counties have more than the 999 maximum records allowed in CalSAWS for a single Activity. Due to this, users are not able to view the Activities that have more than 999 records associated to it in the CalSAWS system.

**Request:** Update the Wave 5 CalWIN converted Activities to only be associated to have 999 records at a time.

**Recommendation:**

1. Create new Activity record for converted Activities record that have more than 999 records associated to it.
   A) The amount of new Activity records that needs to be created will be
   dependent on the amount of records that is associated to the converted
   Activity.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** 88

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

# [CA-249821] CalWIN Wave 6 create new activities record for CalWIN historical data.

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Unassigned** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.09]** | Designer Contact: | **Erika Kusnadi** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.10.xx** | Expedite Changes: | **No** | Estimate: | **88** |
| Reporter: | **Erika Kusnadi** | Regulation Reference: | | Created: | **09/01/2022 03:10 PM** |
| Status: | **Pending Approval** | Impact Analysis: | **[Data Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Gingko Luna** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Migration** | Committee: | **[RDB, Welfare to Work/WPR]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Gingko Luna 9/2/22

**Expedite Approval:**

**Current Design:** Currently in CalSAWS, an Activity can only have a maximum of 999 records associated to it. Data coming in from CalWIN wave 6 counties have more than the 999 maximum records allowed in CalSAWS for a single Activity. Due to this, users are not able to view the Activities that have more than 999 records associated to it in the CalSAWS system.

**Request:** Update the Wave 6 CalWIN converted Activities to only be associated to have 999 records at a time.

**Recommendation:**
1. Create new Activity record for converted Activities record that have more than 999 records associated to it.
   A) The amount of new Activity records that needs to be created will be
   dependent on the amount of records that is associated to the converted
   Activity.

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **88**

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

# End SCRs

# [CA-247426] Add the M40-129 B(11/09) version to the Template Repository and add the Threshold Languages

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Ranjith Madeshwaran** | SPG Status: | **Approved** |
| Fix Version/s: | **[RWR]** | Designer Contact: | **Ajay Agrawal** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.x3** | Expedite Changes: | **Start Build** | Estimate: | **330** |
| Reporter: | **Janet Mitri** | Regulation Reference: | | Created: | **07/05/2022 10:13 AM** |
| Status: | **In Development** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Maria Arceo** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

| | |
|---|---|
| **Non-Committee Review:** | Maria Arceo 10/06/22. Send to Correspondence Committee as FYI 10/14/22 |
| **Expedite Approval:** | By Karen Rapponotti on 10/13/2022 |
| **Current Design:** | Currently, M40-129B (11/09) is not available in CalSAWS Template Repository. |
| **Request:** | Add the M40-129B (11/09) Full Payment-Immediate Need-Approve in English and available threshold languages to CalSAWS Template Repository. Languages Include: Arabic, Armenian, Cambodian, Chinese, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese. |
| **Recommendation:** | Add the M40-129B (11/09) Full Payment-Immediate Need-Approve in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **330** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 10 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 200 | DBA : | 0 | Design : | 50 |
| 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 : | 60 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

| | |
|---|---|
| **Content Revision Status-1:** | Pending CCB |
| **Content Revision Description-1:** | 1. Recommendation Change:<br>Before: Section 1.2<br>Add the M40-129B (11/09) Full Payment-Immediate Need-Approve in English and available threshold languages to CalSAWS Template Repository. |

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

Section 1.3
Add the M40-129B (11/09) Full Payment-Immediate Need-Approve in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

After:  Updated Section 1.2 and 1.3 to remove Farsi language.

Section 1.2
Add the M40-129B (11/09) Full Payment-Immediate Need-Approve in English and available threshold languages to CalSAWS Template Repository.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

Section 1.3
Add the M40-129B (11/09) Full Payment-Immediate Need-Approve in English and following threshold languages: Arabic, Armenian, Cambodian, Chinese, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

**Content Revision Status-2:**

**Content Revision Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:

After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-244205] LA County Purchase - Create New RPA Process

- Resolved: 06/13/2022 02:48 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Naga Chinduluru** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.03]** | Designer Contact: | **Korey Edwards** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.04.27** | Expedite Changes: | **Production Deployment** | Estimate: | **835** |
| Reporter: | **Jason Osterwald** | Regulation Reference: | | Created: | **04/20/2022 03:44 PM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Michele Peterson** | Training Impacted: | **[N/A]** | Funding Source: | **County Purchase** |
| Project Phase (SCR): | **Production** | Committee: | **[Other]** | Funding Source ID: | **LA-01-2021** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Michele Peterson - 6/7/22 |
| **Expedite Approval:** | Karen J. Rapponotti - 6/9/2022 |
| **Current Design:** | The RPA bot automates Electronic Benefits Transfer (EBT) card replacement requests. |
| **Request:** | Configure enhancements to the RPA bot. |
| **Recommendation:** | Update the RPA bot with the following enhancements: |

Extend the deration between EBT card replacement requests.
Migrate from Internet Explorer to Microsoft Edge.
Change the standard journal entry.

This will be LA County only functionality.

| | |
|---|---|
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Follow the current county process. |
| **Operational Impact Estimate:** | **835** |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 835 |
| 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 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change:<br>Before: N/A<br>After: N/A |

2. Estimate Change: A decision was made to allocate hours to the Online team. Previously the instructions were that the hours would not be documented as it was a fixed scope effort from an external team.

Before: Online ETC 1 = 0
After: Online ETC 1 = 835

3. Release Change:
Before: N/A
After: N/A

4. Funding Source Change:
Before: N/A
After: N/A

**Content Revision Status-2:** Pending CCB

**Content Revision Description-2:**

1. Recommendation Change:
Before: N/A
After: N/A

2. Estimate Change: The hours provided in the most recent content revision did not take account for the actual hours worked for this effort.
Before: Online ETC 1 = 835
After: Online ETC 1 = 1047

3. Release Change:
Before: N/A
After: N/A

4. Funding Source Change:
Before: N/A
After: N/A

**Content Revision Status-3:**

**Content Revision Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:

After:

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

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Contact Center** | Assignee: | **Michael T. Wright** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Jared Kuester** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.11.30** | Expedite Changes: | **No** | Estimate: | **400** |
| Reporter: | **Jared Kuester** | Regulation Reference: | | Created: | **03/09/2021 02:57 PM** |
| Status: | **System Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **Yes** |
| Policy/Design Consortium Contact: | **Darcy Alexander** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[IVR & Contact Center]** | Funding Source ID: | **Customer Service Center** |
| Consortium Review Approval: | | Approved by Committee: | **04/09/2021** | 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 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**

1. Summary Change:
Before: DDID 2219, 2268, 2716, 2717, 2718, 2728 FDS CSC: CalSAWS Outbound IVR
After: DDID 2219, 2716, 2717, 2728 FDS CSC: CalSAWS Outbound IVR

2. Recommendation Change:
Before:

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

After:

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 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. Transfer the caller to a queue or to a designated county number when a customer selects to reschedule their appointment

| | |
|---|---|
| **Content Revision Status-2:** | Accepted |
| **Content Revision Description-2:** | 1. Release Change:<br>Before: 22.01<br>After: 22.03 |
| **Content Revision Status-3:** | Accepted |
| **Content Revision Description-3:** | 1. Release Change:<br>Before: 22.03<br>After: 22.05 |
| **Content Revision Status-4:** | Pending CCB |
| **Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>1. Enhance the Amazon Outbound API calls to support additional call volume.<br>2. Configure the Outbound IVR to support additional languages:<br>  a. Farsi<br>  b. Vietnamese<br>  c. Mandarin<br>  d. Tagalog<br>  e. Russian<br>  f. Korean<br>  g. Cambodian<br>  h. Hmong<br>  i. Arabic<br>  j. Lao<br>  k. Cantonese<br>  l. Armenian<br>  m. Portuguese<br>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

After:
1. Enhance the Amazon Outbound API calls to support additional call volume.
2. Configure the Outbound IVR to support additional languages:
  a. Farsi
  b. Vietnamese
  c. Mandarin
  d. Tagalog
  e. Russian
  f. Korean
  g. Cambodian
  h. Hmong
  i. Arabic
  j. Lao
  k. Cantonese
  l. Armenian
  m. Portuguese
3. Enable the Contact Detail page to allow all counties to opt-in and/or opt-out customers for Outbound IVR Campaigns.
4. Configure the 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.
5. Configure the Missing SAR 7 and Balderas Reminder Outbound IVR calls to provide the customer the option to have the missing document be re-sent:
 a. Resend generated document to address originally mailed.

2. Estimate Change: N/A

3. Release Change:
Before: 22.09
After: 22.11

4. Funding Source Change: N/A

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

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Contact Center** | Assignee: | **Michael T. Wright** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Kevin Hooke** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.12.09** | Expedite Changes: | **No** | Estimate: | **1600** |
| Reporter: | **Charles Heo [X]** | Regulation Reference: | | Created: | **06/04/2021 10:08 AM** |
| Status: | **Approved** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Darcy Alexander** | Training Impacted: | **[Job Aid]** | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[IVR & Contact Center]** | Funding Source ID: | **Customer Service Center** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | **08/02/2021** | Other Agency Cross Reference: | |

**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 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**

1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 22.05
After: 22.07

4. Funding Source Change: N/A

| | |
|---|---|
| **Content Revision Status-2:** | Accepted |
| **Content Revision Description-2:** | 1. Recommendation Change: N/A |
| | 2. Estimate Change: N/A |
| | 3. Release Change:<br>Before: 22.07<br>After: 22.09 |
| | 4. Funding Source Change: N/A |
| **Content Revision Status-3:** | Pending CCB |
| **Content Revision Description-3:** | 1. Release Change:<br>Before: 22.09<br>After: 22.11 |
| | 2. Attachement<br>Before: CA-229573 Scheduled Callbacks_Content Revision 1 was not attached<br>After: CA-229573 Scheduled Callbacks_Content Revision 1 is now attached |
| **Content Revision Status-4:** | |
| **Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After: |
| | 2. Estimate Change:<br>Before:<br>After: |
| | 3. Release Change:<br>Before:<br>After: |
| | 4. Funding Source Change:<br>Before:<br>After: |

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

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Team Responsible: | **Contact Center** | Assignee: | **Michael T. Wright** | SPG Status: | **N/A** | | |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Jared Kuester** | Change Type (SCR): | **Enhancement** | | |
| Minor Version: | **22.11.30** | Expedite Changes: | **No** | Estimate: | **255** | | |
| Reporter: | **Farhat Ulain** | Regulation Reference: | | Created: | **07/19/2021 04:35 PM** | | |
| Status: | **System Test** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** | | |
| Policy/Design Consortium Contact: | **Darcy Alexander** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS DD&I** | | |
| Project Phase (SCR): | **Migration** | Committee: | **[IVR & Contact Center]** | Funding Source ID: | **Customer Service Center** | | |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | **09/07/2021** | Other Agency Cross Reference: | | | |

**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 Procedure Description:** N/A

**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 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**

1. Recommendation Change: N/A

2. Estimate Change:
Before: 215
Tech Arch ETC 1: 0

After: 255
Tech Arch ETC 1: 40

3. Release Change: N/A

4. Funding Source Change: N/A

| | |
|---|---|
| **Content Revision Status-2:** | Accepted |
| **Content Revision Description-2:** | 1. Release Change:<br>Before: 22.01<br>After: 22.03 |
| **Content Revision Status-3:** | Accepted |
| **Content Revision Description-3:** | 1. Release Change:<br>Before: 22.03<br>After: 22.05 |
| **Content Revision Status-4:** | Pending CCB |
| **Content Revision Description-4:** | 1. Release Change:<br>Before: 22.09<br>After: 22.11 |

# [CA-234545] BenefitsCal - New API for e-Notification Verification

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **BenefitsCal** | Assignee: | **Melissa Mendoza** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Melissa Mendoza** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | **22.11.30** | Expedite Changes: | **Production Deployment** | Estimate: | **841** |
| Reporter: | **Melissa Mendoza** | Regulation Reference: | | Created: | **10/05/2021 05:55 PM** |
| Status: | **System Test** | Impact Analysis: | **[Batch Performance]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Self Service Portal]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | **CSPM-49955** |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

Non Committee Approval for technical update by Dymas Pena 09/06/2022

**Expedite Approval:**

Approved by Karen Rapponotti 07/12/2022

**Current Design:**

Currently, BenefitsCal customers can only opt-in for paperless correspondence through the BenefitsCal portal. The BenefitsCal portal calls the CalSAWS Customer Contact Preferences Application Programming Interface (API) to send a verified e-mail address and store the customer's e-Notification preference in CalSAWS. A customer may opt to use a different e-mail address than their BenefitsCal account e-mail address. This new e-mail address will need to be verified to complete the e-Notification opt-in process. In CalSAWS, the e-Notification field on the Contact Detail page is disabled due to a lack of process to verify the e-mail address entered by the worker on the page and notify BenefitsCal regarding the verified e-mail. The previous e-mail verification process that exists in CalSAWS is only compatible to the decommissioned Your Benefits Now (YBN) portal.

**Request:**

Implement a process to verify the e-mail entered on the Contact Detail page and complete the e-Notification opt-in process when initiated in CalSAWS.

**Recommendation:**

1. Enable the e-Notification field in Contact Detail page and disable the Domestic Violence specific validation messages that are associated to opting-in for e-Notifications.
2. Add a validation in the Contact Detail page when a customer is linked to an active Self-Service Customer Privacy record.
3. Update validation in the Contact Detail page to remove the reference to 'C4Yourself'.
4. Update the save logic of the Contact Detail page to generate an e-mail to verify the provided e-mail address with a unique verification link.
5. Create a new API that verifies the e-mail address and unique verification code combination.
6. Update the Customer Contact Preferences API to store the e-mail verification status when it is invoked to update the contact information.

**Outreach Description:**

**Alternative Procedure Description:**

Customer will need to opt-in for e-Notifications through the Self-Service Portal.

**Operational Impact:**

**Estimate:** 841

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 244 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 332 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 173 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |

| Performance : | 40 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 0 | Tech Arch : | 17 | Tech ForgeRock : | 0 |
| Tech Ops : | 35 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:**

Pending CCB

**Content Revision Description-1:**

1. Recommendation Change:
Before:
1. Section 2.1.3.5.a.i - BenefitsCal E-mail Verification subject text provided in English
2. Section 2.1.3.5.a.ii - BenefitsCal E-mail Verification body text provided in English
3. Section 2.2.2.2.a.i - BenefitsCal E-mail Verification subject text provided in English
4. Section 2.2.2.2.a.ii - BenefitsCal E-mail Verification body text provided in English
5. Section 2.3.2.f.i.2 - Business validation error message: <interface partner>-00002: The e-mail address format is invalid.

After:
1. Section 2.1.3.5.a.i - Added Spanish translation to BenefitsCal E-mail Verification subject
2. Section 2.1.3.5.a.ii - Added Spanish translation to BenefitsCal E-mail Verification body text and modified paragraph format
3. Section 2.2.2.2.a.i - Added Spanish translation to BenefitsCal E-mail Verification subject
4. Section 2.2.2.2.a.ii - Added Spanish translation to BenefitsCal E-mail Verification body text and modified paragraph format
5. Section 2.3.2.2.f - Updated the following:
    a. Removed <interface partner>-00002: The e-mail address format is invalid.

2. Estimate Change:
N/A

3. Release Change:
Before:
Fix Version: 22.09
After:
Fix Version: 22.11
4. Funding Source Change:
N/A

**Content Revision Status-2:**

**Content Revision Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:

Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**
**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-241912] Add Missing Threshold Languages to Template Repository - DHCS 0001

- Resolved: 11/10/2022 10:21 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Sumaiya Parveez** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Navyasri Yalamanchili** | Change Type (SCR): | **Policy Re-Design** |
| Minor Version: | **22.11.15** | Expedite Changes: | **Start Build** | Estimate: | **465** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | **ACWDL 09-27** | Created: | **03/02/2022 01:39 PM** |
| Status: | **In Production** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

**Non-Committee Review:** Virginia Bernal - Reviewed and Approved 09/15/2022

**Expedite Approval:** Approved by Karen Rapponotti on 9/19/22

**Current Design:** The system only has English (05/09) and Spanish (07/09) languages of the DHCS 0001.

**Request:** Add DHCS 001- U.S. Citizens and Nationals Applying for Medi-Cal Must Show Proof of Citizenship and Identity (01/08) in all system supported threshold languages.
Languages include:
Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

**Recommendation:** Add DHCS 001- U.S. Citizens and Nationals Applying for Medi-Cal Must Show Proof of Citizenship and Identity (01/08) in all system supported threshold languages.
Languages include:
Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

**Outreach Description:**

**Alternative Procedure Description:** Workers can manually obtain form from DHCS website and send appropriate language form to customer.

**Operational Impact:**

**Estimate:** **465**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 300 | DBA : | 0 | Design : | 75 |
| 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 : | 90 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:** 1. Estimate Change: Adding hours for design, not enough hours allocated initially to give design enough time.
Before:
Design ETC-1: 75

After:
Design ETC-1: 128

**Content Revision Status-2:**
**Content Revision Description-2:**

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**
**Content Revision Description-3:**

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**
**Content Revision Description-4:**

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-241914] Add Missing Threshold Languages to Template Repository - DHCS 0003
- Resolved: 10/21/2022 06:36 AM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Shaik Shahul** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Sreeshma Patteti** | Change Type (SCR): | **New Policy** |
| Minor Version: | **22.10.31** | Expedite Changes: | **Start Build** | Estimate: | **310** |
| Reporter: | **Connie Buzbee** | Regulation Reference: | **ACWDL 07-12** | Created: | **03/02/2022 01:45 PM** |
| Status: | **In Production** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Virginia C. Bernal** | Training Impacted: | | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **Correspondence Phase II** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Approved by Virginia Bernal 8/29/2022 |
| **Expedite Approval:** | By Karen Rapponotti on 08/30/2022 |
| **Current Design:** | Currently, the system only has English and Spanish languages of DHCS 0003-Affidavit of Reasonable Effort to Get Proof of Citizenship (6/2007). |
| **Request:** | Add the current versions of the Threshold Languages for DHCS 0003-Affidavit of Reasonable Effort to Get Proof of Citizenship (6/2007). Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese. |
| **Recommendation:** | Add the DHCS 0003-Affidavit of Reasonable Effort to Get Proof of Citizenship (6/2007) form in available threshold languages. Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **310** |

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 200 | DBA : | 0 | Design : | 50 |
| 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 |

| | |
|---|---|
| **Content Revision Status-1:** | Pending CCB |
| **Content Revision Description-1:** | 1. Estimate Change: Adding hours for design, not enough hours allocated initially to give design enough time. Before: Design ETC-1: 50 |

After:
Design ETC-1: 63

**Content Revision Status-2:**
**Content Revision Description-2:**

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**
**Content Revision Description-3:**

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**
**Content Revision Description-4:**

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-244203] LA County Purchase - Update RPA For BIC Replacement through IVR

- Resolved: 10/04/2022 06:07 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Matthew Lower** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Korey Edwards** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.10.01** | Expedite Changes: | **Start Build** | Estimate: | **370** |
| Reporter: | **Jason Osterwald** | Regulation Reference: | | Created: | **04/20/2022 03:42 PM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Michele Peterson** | Training Impacted: | **[N/A]** | Funding Source: | **County Purchase** |
| Project Phase (SCR): | **Production** | Committee: | **[Other]** | Funding Source ID: | **LA-01-2021** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Michele Peterson - 6/7/22 |
| **Expedite Approval:** | Karen J. Rapponotti - 6/9/2022 |
| **Current Design:** | LA County customers must talk to a Contact Center Agent to request a new BIC card. The agent then completes the request within the CalSAWS application. |
| **Request:** | Update the IVR workflow to allow customers to request a new BIC card from within the IVR system and automate the completion of the requests. |
| **Recommendation:** | 1. Update the IVR workflow to allow customers to request a new BIC card from within the IVR system.<br>2. Update the robotic process automation (RPA) workflow to automate BIC card requests.<br><br>This is an LA County only change. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Follow the current county process. |
| **Operational Impact:** | |
| **Estimate:** | **370** |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 370 |
| 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 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change:<br>Before: N/A<br>After: N/A<br><br>2. Estimate Change: A decision was made to allocate hours to the Online team. Previously the instructions were that the hours would not be documented as it was a fixed scope effort from an external team.<br>Before: Online ETC 1 = 0<br>After:  Online ETC 1 = 370 |

3. Release Change:
Before: 22.06
After: 22.09

4. Funding Source Change:
Before: N/A
After: N/A

| | |
|---|---|
| **Content Revision Status-2:** | Pending CCB |
| **Content Revision Description-2:** | 1. Recommendation Change:<br>Before: N/A<br>After: N/A |

2. Estimate Change: The hours provided in the most recent content revision did not take account for the actual hours worked for this effort.
Before: Online ETC 1 = 370
After: Online ETC 1 = 508

3. Release Change:
Before: N/A
After: N/A

4. Funding Source Change:
Before: N/A
After: N/A

| | |
|---|---|
| **Content Revision Status-3:** | |
| **Content Revision Description-3:** | 1. Recommendation Change:<br>Before:<br>After: |

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

| | |
|---|---|
| **Content Revision Status-4:** | |
| **Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After: |

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-244204] LA County Purchase - Update RPA For Exception Automation

- Resolved: 10/04/2022 06:05 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Matthew Lower** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Korey Edwards** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.10.01** | Expedite Changes: | **Start Build** | Estimate: | **390** |
| Reporter: | **Jason Osterwald** | Regulation Reference: | | Created: | **04/20/2022 03:43 PM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Michele Peterson** | Training Impacted: | **[N/A]** | Funding Source: | **County Purchase** |
| Project Phase (SCR): | **Production** | Committee: | **[Other]** | Funding Source ID: | **LA-01-2021** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Michele Peterson - 6/7/22

**Expedite Approval:** Karen J. Rapponotti - 6/9/2022

**Current Design:** The RPA bot will make three attempts to complete benefits card replacement requests. After the third failed attempt, the request data is manually saved into a Microsoft Excel file.

**Request:** The RPA bot will automate exceptions by creating a CalSAWS task.

**Recommendation:** The RPA bot will automate exceptions by creating a CalSAWS task.

LA County staff will identify the bank or location where the exception tasks will be routed.

This functionality will be for LA County Only.

**Outreach Description:**

**Alternative Procedure Description:** Follow the current county process.

**Operational Impact:**

**Estimate:** 390

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 390 |
| 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 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**
1. Recommendation Change:
Before: N/A
After: N/A

2. Estimate Change: A decision was made to allocate hours to the Online team. Previously the instructions were that the hours would not be documented as it was a fixed scope effort from an external team.
Before: Online ETC 1 = 0
After: Online ETC 1 = 390

| | |
|---|---|
| | 3. Release Change:<br>Before: 22.06<br>After: 22.09<br><br>4. Funding Source Change:<br>Before: N/A<br>After: N/A |
| **Content Revision Status-2:** | Pending CCB |
| **Content Revision Description-2:** | 1. Recommendation Change:<br>Before: N/A<br>After: N/A<br><br>2. Estimate Change: The hours provided in the most recent content revision did not take account for the actual hours worked for this effort.<br>Before: Online ETC 1 = 390<br>After: Online ETC 1 = 544<br><br>3. Release Change:<br>Before: N/A<br>After: N/A<br><br>4. Funding Source Change:<br>Before: N/A<br>After: N/A |
| **Content Revision Status-3:** | |
| **Content Revision Description-3:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |
| **Content Revision Status-4:** | |
| **Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |

# [CA-245923] LA County Purchase - BenefitsCal EBT/BIC Replacement

- Resolved: 10/04/2022 06:03 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Matthew Lower** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.09]** | Designer Contact: | **Korey Edwards** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **22.10.01** | Expedite Changes: | **Start Build** | Estimate: | **240** |
| Reporter: | **Matthew Lower** | Regulation Reference: | | Created: | **05/25/2022 11:18 AM** |
| Status: | **In Production** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Michele Peterson** | Training Impacted: | **[N/A]** | Funding Source: | **County Purchase** |
| Project Phase (SCR): | **Production** | Committee: | **[Other]** | Funding Source ID: | **LA-01-2021** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:** Michele Peterson - 6/7/22

**Expedite Approval:** Karen J. Rapponotti - 6/9/2022

**Current Design:** LA County has elected to not allow their customers to request a new EBT or BIC card from BenefitsCal due to workload concerns. If the functionality was turned on, a unique task would be created in CalSAWS after a customer requests a new EBT or BIC card. Those requests would then have to be managed and processed manually by LA County staff.

**Request:** Automate all EBT and BIC card requests that are received from BenefitsCal.

**Recommendation:** Turn on the functionality that allows LA County customers to request a new EBT or BIC card from BenefitsCal.

Use robotic process automation (RPA) technology to automate completion of all tasks stemming from EBT and BIC card requests that are received from BenefitsCal.

This only impacts LA County.

**Outreach Description:**

**Alternative Procedure Description:** Follow the current county process.

**Operational Impact:**

**Estimate:** **240**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 240 |
| 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 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**
1. Recommendation Change:
Before:
After:

2. Estimate Change: A decision was made to allocate hours to the Online team. Previously the instructions were that the hours would not be documented as it was a fixed scope effort from an external team.
Before: Online ETC 1 = 0
After:  Online ETC 1 = 240

3. Release Change:
Before: 22.06
After: 22.09

4. Funding Source Change:
Before:
After:

**Content Revision Status-2:**

**Content Revision Description-2:**

Pending CCB

1. Recommendation Change:
Before:
After:

2. Estimate Change: The hours provided in the most recent content revision did not take account for the actual hours worked for this effort.
Before: Online ETC 1 = 240
After: Online ETC 1 = 415

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-247957] Request for ForgeRock Production Load for Wave 3 CalWIN Counties Prior to the Start of CalSAWS Training

- Resolved: 11/14/2022 03:45 PM

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Team Responsible: | **Tech Forge Rock [22.09]** | Assignee: | **Amir Mohammad** | SPG Status: | **N/A** |
| Fix Version/s: | | Designer Contact: | **Lesley Pevny** | Change Type (SCR): | **Data Change** |
| Minor Version: | **22.11.14** | Expedite Changes: | **No** | Estimate: | **2** |
| Reporter: | **Gregory Postulka** | Regulation Reference: | | Created: | **07/19/2022 02:47 PM** |
| Status: | **In Production** | Impact Analysis: | **[Other, Training]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Ashley Arnold** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Training]** | Funding Source ID: | **Technical Infrastructure** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | |
| **Expedite Approval:** | Approved by Haikaz Tombakian on 07/19/2022 |
| **Current Design:** | CalWIN Cutover are wave based with two cutovers for each Wave, A - County prep and B – Go Live. County prep is 6 weeks before the Go Live cutover. The Wave Mock Cutover and County prep cutover timelines are not sufficient for the Training Team. |
| **Request:** | CalWIN County users will need to be loaded into ForgeRock Production prior to the start of CalSAWS training, so they may also be added to the LMS. ForgeRock is required for individual LMS accounts. Create one bulk load file leverage the user information being gathered by CRFI 22-058 and execute the load into ForgeRock Production. |
| **Recommendation:** | Recommending the Normal Change request Process should be followed. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Consortium HelpDesk would have to create ForgeRock accounts one by one through the ForgeRock administrative console. |
| **Operational Impact Estimate:** | 2 |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 2 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change: Before: After: 2. Estimate Change: Before: |

After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before: Other
After: M&E

**Content Revision Status-2:**

**Content Revision Description-2:**

 Pending CCB

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before: M&E
After: DD&I

**Content Revision Status-3:**

**Content Revision Description-3:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

- Resolved: 10/25/2022 06:27 AM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Shuvam Mahapatra** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Howard Suksanti** | Change Type (SCR): | **Data Change** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **84** |
| Reporter: | **Sarah Cox** | Regulation Reference: | | Created: | **05/17/2019 04:30 PM** |
| Status: | **Test Complete** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Sarah Cox** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:**    The Batch process that triggers Batch EDBC when a person is in both (Foster Care/Kin-GAP) and (CalWORKs/ CalFresh) programs does not include a scenario that the person has a child placement type of Resource Family Home, Foster Family Agency Certified Resource Family Home (FFACRFH) (Nontreatment), Short Term Residential Therapeutic Program, or Foster Family Agency Certified Resource Family Home (FFACRFH) (Treatment). The following is the list of batch jobs that were implemented as part of SCR 47297 DCFS DPSS Non Medi-Cal overlap.
- PB19E466 Removal of FC/KG Child from CW/CF
- PB19E467 Removal of FC/KG Child from CW after 10-day
- PB19E468 FC/KG Child Receiving CW/CF with Needy/Non-Needy Caretaker

**Request:**    Update PB19E466, PB19E467, PB19E468 batch to select case when a child is in the following placement types in addition to the existing placement types.
1. Resource Family Home.
2. Foster Family Agency Certified Resource Family Home (FFACRFH) (Nontreatment).
3. Short Term Residential Therapeutic Program.
4. Foster Family Agency Certified Resource Family Home (FFACRFH) (Treatment).

**Recommendation:**    Update PB19E466, PB19E467, PB19E468 batch to select case when a child is in the following placement types in addition to the existing placement types.
1. Resource Family Home.
2. Foster Family Agency Certified Resource Family Home (FFACRFH) (Nontreatment).
3. Short Term Residential Therapeutic Program.
4. Foster Family Agency Certified Resource Family Home (FFACRFH) (Treatment).

Please find more details in the Design Document.

**Outreach Description:**

**Alternative Procedure Description:**    Worker has to run EDBC manually to update CalWORKS/CalFresh program.

**Operational Impact:**

**Estimate:**    **84**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 55 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |

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

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**
1. Estimate Change:
Before: Batch/Interfaces ETC 1: 17
After: Batch/Interfaces ETC 1: 44

**Content Revision Status-2:** Pending CCB

**Content Revision Description-2:**
1. Estimate Change:
Before: System Test Support ETC 1: 24
After: System Test Support ETC 1: 49

**Content Revision Status-3:**

**Content Revision Description-3:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

- Resolved: 11/11/2022 02:11 AM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Fiscal** | Assignee: | **Bhumika Sharma** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Jimmy Tu** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **214** |
| Reporter: | **Eric Wu** | Regulation Reference: | **CFL 18/19-79; ACL 18-148** | Created: | **08/27/2019 04:42 PM** |
| Status: | **Test Complete** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Sheryl E. Eppler** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Fiscal]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | **CIV-104964** |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

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

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

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

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

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **214**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 139 | 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 : | 55 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
Fiscal ETC 1: 118

System Test ETC 1: 48

Unallocated: 15

After:
Fiscal ETC 1: 118 + 21 = 139
System Test ETC 1: 48 + 7 = 55
Unallocated 15+ 5 = 20

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

| | |
|---|---|
| **Content Revision Status-2:** | Pending CCB |
| **Content Revision Description-2:** | 1. Recommendation Change: |

Before:
After: Section 2.2 and Section 2.3 of the design have been removed and moved to SCR CA-236332 in 23.01

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

| | |
|---|---|
| **Content Revision Status-3:** | |
| **Content Revision Description-3:** | 1. Recommendation Change: |

Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

| | |
|---|---|
| **Content Revision Status-4:** | |
| **Content Revision Description-4:** | 1. Recommendation Change: |

Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:

Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-223907] ACL 20-129 CF 1239 (12/20) CalFresh Notice of Approval/Termination Transitional Benefits

- Resolved: 11/10/2022 03:04 AM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Kavitha Mr** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Maria Jensen** | Change Type (SCR): | **New Policy** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **335** |
| Reporter: | **Caroline Bui** | Regulation Reference: | **ACL 20-129** | Created: | **01/14/2021 09:25 AM** |
| Status: | **Test Complete** | Impact Analysis: | **[Forms/NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **12/03/2021** | Other Agency Cross Reference: | **CA-56313** |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Approved by Karen Rapponotti on 03/12/2021

**Current Design:** The CF 1239 (5/13) CalFresh Notice of Approval/Denial/Termination Transitional Benefits is available in CalSAWS in English and Spanish.

**Request:** Update the Template Repository version of the CF 1239 to the newest State version (12/20) in English and Spanish and add the threshold languages. Update the CF 1239 NOA fragments to match the newest State version (12/20) in English and Spanish.

**Recommendation:**
1. Update the Template Repository CF 1239 to the newest State version.
2. Update the existing CF 1239 NOA reason that generates from EDBC for TCF Approvals based on the newest state version of the CF 1239 (12/20).
3. Update the existing CF 1239 NOA message that generates from EDBC for TCF Approvals based on the newest state version of the CF 1239 (12/20).
4. Update the existing CF 1239 NOA message that generates from EDBC for TCF Terminations based on the newest state version of the CF 1239 (12/20).
5. Update the existing CF 1239 NOA reasons to populate the regulations from the newest state version of the CF 1239 (12/20).

**Outreach Description:**

**Alternative Procedure Description:** Generate a manual NOA from template repository.

**Operational Impact:**

**Estimate:** 335

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 260 | 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 : | 75 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change:<br>Before:<br>2.4.2 in design doc referenced removal of CF_AP_MESSAGE4 fragment when it should have referenced removal of CF_TN_MESSAGE6. Design Doc supporting documents did not have supporting document references for Spanish NOA fragment translations and CF 1239 Threshold Translations.<br>After:<br>2.4.2 in design doc now correctly references removal of CF_TN_MESSAGE6 fragment. Design Doc supporting document references for Spanish NOA fragment translations and CF 1239 Threshold Translations are now included.<br><br>2. Estimate Change:<br>Before: Client Correspondence Hours: 250<br>After: Client Correspondence Hours: 260 (10 Transcription Hours added)<br><br>3. Release Change:<br>Before: N/A<br>After: N/A<br><br>4. Funding Source Change:<br>Before: N/A<br>After: N/A |
| **Content Revision Status-2:** | Pending CCB |
| **Content Revision Description-2:** | 1. Recommendation Change:<br>Before:<br>CF 1239 mock ups show a 2 page NA BACK 9 while production uses a single page version.<br><br>After:<br>Following Changes Made:<br><br>-Changed mock ups from having a 2 page version NA BACK 9  to a single page version per current NA BACK 9 in use.<br><br>-Added Assumption to Content Revision 2 Design Doc:<br><br>     -Mockups on State Website include a 2-page NA Back 9. Production is currently still using a single page NA Back 9. The mock ups have been modified to display the single page NA Back 9 instead of the 2 page version.<br><br>Rationale: Requested by system test team to alter mocks ups to use correct version  of NA Back 9 and to add assumption to design doc.<br><br>2. Estimate Change:<br>Before: N/A<br>After: N/A<br><br>3. Release Change:<br>Before: N/A<br>After: N/A<br><br>4. Funding Source Change:<br>Before: N/A<br>After: N/A |
| **Content Revision Status-3:** | |
| **Content Revision Description-3:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change: |

Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**
**Content Revision
Description-4:**
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

- Resolved: 11/08/2022 07:01 AM

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

**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 Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 66 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:**
1. Estimate Change:
Before:
ST: 66
Unallocated: 15
After:
ST: 66 + 36 = 102

Unallocated: 15 + 5 = 20

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:
Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:
Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:
Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-225996] ACL 21-52 Update CF 285, Add CF 285A, Cover Letter and Pre-Populated Application Source

- Resolved: 11/10/2022 03:57 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Client Correspondence** | Assignee: | **Ramakrishna Kuchibhotla** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Phong Xiong** | Change Type (SCR): | **New Policy** |
| Minor Version: | | Expedite Changes: | **Start Build** | Estimate: | **1564** |
| Reporter: | **Caroline Bui** | Regulation Reference: | **ACL 21-52, AB 79, ACL 21-70, ACL 22-03** | Created: | **03/04/2021 07:45 AM** |
| Status: | **Test Complete** | Impact Analysis: | **[BenefitsCal, Forms/ NOA Translations]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Caroline Bui** | Training Impacted: | **[Online Help]** | Funding Source: | **Premise** |
| Project Phase (SCR): | **Production** | Committee: | **[Correspondence]** | Funding Source ID: | **CF Simplifications** |
| Consortium Review Approval: | | Approved by Committee: | **07/28/2022** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Expedited Start Build Approval by Karen J. Rapponotti on 07/29/2022

**Current Design:** At the time of a Medi-Cal renewal, the system runs the CalFresh non-financial and financial eligibility rules, using the income and expense details available at the time of approving the Medi-Cal program. The System generates a pre-populated CF 285 (6/19) (CA-228332) in batch when a Medi-Cal household is potentially eligible for CalFresh benefits. Additionally, the existing job has functionality to skip the CalFresh Eligibility test when there is CAPI or GA on the Medi-Cal case.

**Request:**
1. Update CalFresh Solicitation Letter Requirements to:
a. Exclude Minor Consent, Safe at Home, and Foster Care Medi-Cal cases, as well as
b. Include Medi-Cal persons who are aided on CalWORKs only, CAPI, or GA programs.
2. Update the CF 285 to the most current version (04/21) and make the pre-populated fields editable in the Template Repository. Update the CF 285 for the TNB 4 RE Packets.
3. Add application source of "Pre-Populated CalFresh" to be able to track the pre-populated applications.
4. The System must stop mailing the CF Solicitation Letter (PA 6174) for LA County.
5. Add new CF 285A (11/21) with the new cover letter (PUB 520) into the system.
6. Update Medi-Cal RE batch job to replace the CF 285 with the new CF 285A and PUB 520.
7. Post CF 285, CF 285A, and CF 285A Application Packet to the self-service portal.
8. Enable E-Signature for both CF 285 and CF 285A.

**Recommendation:**
1. Update CalFresh Solicitation Letter rules with the following:
a. Exclude Minor Consent cases, Safe at Home cases, and Foster Care Medi-Cal cases.
b. Include Medi-Cal cases that also has CalWORKs only, CAPI or General Assistance programs.
2. Update the CF 285 to match the most current version from CDSS and make the pre-populated fields editable in the template repository.
a. The CF 285 also exists in the TNB 4 RE packets.
3. Remove the PA 6174 for LA County.
4. Add new CF 285A into CalSAWS.
5. Add new PUB 520 into CalSAWS.
6. Create new CF 285A Application Packet.
7. Update Medi-Cal RE batch job to generate the CF 285A Application Packet.
8. Add an application source of "Pre-Populated CalFresh".

**Outreach Description:**

**Alternative Procedure Description:** None

**Operational Impact:**
**Estimate:** **1564**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 50 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 400 | DBA : | 0 | Design : | 200 |
| Eligibility : | 353 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 6 | IVR/CC : | 0 | Online : | 7 |
| Performance : | 0 | Release Communication Support : | 69 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 349 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:**
Accepted

**Content Revision Description-1:**
1. Recommendation Change:
  a. Clarified mailing priority for the CF 285A and CF 285A Application Packet in sections 2.4.4 and 2.6.4.
  b. Removed PUB 520 template repository information in section 2.5.1.
  c. Added assumption #8.
  d. Removed recommendation to update Journal Entry in section 2.2.3.

**Content Revision Status-2:**
Pending CCB

**Content Revision Description-2:**
1. Recommendation Change: Updates to design sections 2.4 and 2.5
Before: CalSAWS Standard Header used for all counties for CF 285A and CF 285A Application Packet

After: CalSAWS Standard Header used for LA County for CF 285A and CF 285A Application Packet.
Migration County Central Print Header used for Migration counties for CF 285A and CF 285A Application Packet.

2. Estimate Change:
Before:
Client Correspondence Total - 400 Hours
System Test Total - 349 Hours

After:
Client Correspondence Total - 424 Hours
System Test Total - 359 Hours

3. Release Change:
Before: N/A
After: N/A

4. Funding Source Change:
Before: N/A
After: N/A

**Content Revision Status-3:**

**Content Revision Description-3:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:

| | |
|---|---|
| | Before:<br>After: |
| **Content Revision Status-4:**<br>**Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |

# [CA-229864] Create two new Pay Codes for Stanislaus County Verification Fees

- Resolved: 11/09/2022 08:44 AM

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Team Responsible: | **Fiscal** | Assignee: | **Olin Alvarez [X]** | SPG Status: | **Approved** | | |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Jimmy Tu** | Change Type (SCR): | **Enhancement** | | |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **279** | | |
| Reporter: | **Sheryl E. Eppler** | Regulation Reference: | | Created: | **06/10/2021 01:44 PM** | | |
| Status: | **Test Complete** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** | | |
| Policy/Design Consortium Contact: | **Sheryl E. Eppler** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** | | |
| Project Phase (SCR): | **Production** | Committee: | **[Fiscal]** | Funding Source ID: | | | |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | **CIV-106176** | | |
| Consortium Review Approval Date: | | | | | | | |

**Non-Committee Review:** Claudia Pinto 6/21/2022

**Expedite Approval:**

**Current Design:** Currently there are no Pay Codes for a County to select for Verification Fees

**Request:** Stanislaus County has requested two Pay Codes to be selectable for Verification Fees

**Recommendation:**

Stanislaus County Only:
Create two new Pay Codes for Verification Fees:

Medical Exams
Verification Fees

Insert new fund codes based on attached SCR CA-229864 Stanislaus Verification Fees.xlsx file

**Outreach Description:**

**Alternative Procedure Description:** N/A

**Operational Impact:**

**Estimate:** **279**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 146 | 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 : | 108 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:** Updates to Section 2.2.2 #2, #4, #5. Please Refer to Attached Content Revision Document

Current Design:
Before:
Currently there are no Pay Codes for a County to select for Verification Fees

After:

Currently there are no Pay Codes and Fund Codes for a County to select for Verification Fees. There is also no need type for "Medical Exams."

Recommendation Change:
Before:
Stanislaus County Only:
Create two new Pay Codes for Verification Fees:

Medical Exams
Verification Fees

Insert new fund codes based on attached SCR CA-229864 Stanislaus Verification Fees.xlsx file

After:
1. Create new Fund Code and Pay Codes for Medical Exam and Verification Fees.
2. Update Code Detail table category 164 to include new need type for "Medical Exam".
3. Update Code Detail table category 1870 to include program to need type mapping.
4. Update Code Hierarchy table to include mapping for Medical Exam.

Estimates:
Before:
Fiscal: 146
ST: 108
Unallocated: 25

After:
Fiscal: 146 + 48 = 194
ST: 108 + 41= 149
Unallocated: 25+ 10 = 35

**Content Revision Status-2:**

**Content Revision Description-2:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:

| | Before:<br>After: |
|---|---|
| **Content Revision Status-4:**<br>**Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |

# [CA-233793] Update appointment status from Reception Log

- Resolved: 11/11/2022 01:41 PM

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Naga Chinduluru** | SPG Status: | **Approved** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Erika Kusnadi** | Change Type (SCR): | **Enhancement** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **459** |
| Reporter: | **Erick Arreola** | Regulation Reference: | | Created: | **09/23/2021 02:51 PM** |
| Status: | **Test Complete** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | **[Job Aid]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Lobby Management, Usability]** | Funding Source ID: | |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | **07/13/2022** | Other Agency Cross Reference: | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:** Currently in CalSAWS, when a reception log record is created for a participant that is visiting the county office for a scheduled appointment, the appointment status does not get updated automatically. This can cause the CF 386 CalFresh Notice of Missed Interview (NOMI) form to be generated incorrectly due to the appointment status not being updated to "Showed" status.

**Request:** Update CalSAWS to automatically update the appointment status when a reception log record is created for a participant that have an appointment scheduled.

**Recommendation:**  1. Update the appointment status for participants that have an appointment scheduled when they are check-in through the Lobby Check-In, Self Service Kiosk or through the Reception Log page in CalSAWS.

**Outreach Description:**

**Alternative Procedure Description:** Manually update the the appointment status on the Customer Schedule

**Operational Impact:**

**Estimate:** **459**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 108 | Batch/Interfaces : | 126 | 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 : | 66 |
| Performance : | 0 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 119 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:** Added to design document Section 2.2 for the lobby application to send appointment start time information and county code information as part of check-in. Please see design document CA-233793 Update appointment status from Reception Log Content Revision.docx for details.
1. Recommendation Change:
N/A

2. Estimate Change: Updated was needed for the new requirement to have the lobby application to send appointment start time information as part of the check-in process.
Before:
Online ETC 2:11
Online ETC 3:0
Online ETC Total:66
System Test Support ETC 1:119
System Test Support ETC Total: 119
After:
Online ETC 2:17
Online ETC 3: 28
Online ETC Total:100
System Test Support ETC 1:134
System Test Support ETC Total: 134
Unallocated Hours:40
Unallocated Hours:45
3. Release Change:
N/A

4. Funding Source Change:
N/A

**Content Revision Status-2:**

**Content Revision Description-2:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-240156] Los Angeles County Contact Center Migration to CalSAWS Contact Center Solution

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Contact Center** | Assignee: | **Jared Kuester** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Jared Kuester** | Change Type (SCR): | **Enhancement** |
| Minor Version: | **23.11.16** | Expedite Changes: | **Start Build** | Estimate: | **900** |
| Reporter: | **Jared Kuester** | Regulation Reference: | | Created: | **01/28/2022 12:17 PM** |
| Status: | **In Development** | Impact Analysis: | **[N/A]** | Outreach Required: | **Yes** |
| Policy/Design Consortium Contact: | **Darcy Alexander** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Production** | Committee: | **[IVR & Contact Center]** | Funding Source ID: | **Customer Service Center** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | Darcy Alexander received LA County Call Flow Approval on 5/26/2022 |
| **Expedite Approval:** | Karen J. Rapponotti, 9/30/22 |
| **Current Design:** | Los Angeles County is not on the CalSAWS Contact Center environment . |
| **Request:** | Migrate Los Angeles county to the CalSAWS Contact Center Environment |
| **Recommendation:** | 1. Build new Los Angels county call flow in Amazon Connect |
| | 2. Create Generic Worker ID for Regional Contact Center workers to associate Medical Referrals to. |
| | 3. Update the RCC call flow to accept County Code 19 as a CalSAWS county |
| **Outreach Description:** | Weekly County Meetings, and Model Office |
| **Alternative Procedure Description:** | N/A |
| **Operational Impact:** | |
| **Estimate:** | **900** |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 900 | 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 |

| | |
|---|---|
| **Content Revision Status-1:** | Pending CCB |
| **Content Revision Description-1:** | 1. Release Change:<br>Before: 22.11<br>After: 23.09 |
| **Content Revision Status-2:** | |
| **Content Revision Description-2:** | 1. Recommendation Change:<br>Before: |

After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**
**Content Revision
Description-3:**
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**
**Content Revision
Description-4:**
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-243012] CalFresh SSI COLA - 2023

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

| | |
|---|---|
| **Non-Committee Review:** | Reviewed and approved by Caroline Bui 10/27/2022 |
| **Expedite Approval:** | Approved by Karen J. Rapponotti on 8/11/2022 |
| **Current Design:** | The System generates and sends a file to MEDS containing CalFresh persons receiving SSI or SSI/SSP Income. After sending the file, MEDS provides a one-time response file that includes elements in the initial outbound file, as well as additional SSI and/or SSP PAID amounts. CalSAWS processes the inbound file and update OPA records with the new SSI or SSI/SSP amounts. CalSAWS generates an exceptions list containing records that could not be processed. |
| **Request:** | For CalFresh: Generate and send a file to MEDS containing CalFresh persons receiving SSI or SSI/SSP Income. After sending the file, MEDS will provide a one-time response file that includes elements in the initial outbound file, as well as additional SSI and/or SSP Eligible and PAID amounts. CalSAWS will process the inbound file and update OPA records with the new SSI or SSI/SSP Eligible amounts. CalSAWS will compare the Eligible and Paid amounts and will not update the OPA record if the Eligible Amount is higher than the Paid amount. CalSAWS will generate an exceptions list containing records that could not be processed. CalSAWS will update OPA record using the provided Eligible Amount. Update file name and header to be "CalSAWS_Annual SSI COLA_DHCS Request" |
| **Recommendation:** | 1. Update SSA COLA Outbound to: a. Update the file header to be "CalSAWS_Annual SSI COLA_DHCS Request". 2. Update SSA COLA Inbound to: a. Update OPA record with Eligible Amount instead of Paid Amount. But only if the Eligible Amount is less than or equal to the corresponding Paid Amount. b. Remove Paid Amount threshold validation. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | None. |
| **Operational Impact:** | |

| Estimate: | **428** | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 256 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 0 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 0 |

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

**Content Revision Status-1:**
Pending CCB

**Content Revision Description-1:**
1. Recommendation Change:
Before: N/A
After: 3. Generate a list of cases where the OPA record was not updated due to failed validations.

2. Estimate Change:
Before: 428
After: 449

3. Release Change:  N/A

4. Funding Source Change: N/A

**Content Revision Status-2:**

**Content Revision Description-2:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:

After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Ops** | Assignee: | **Inderjot Malik** | SPG Status: | **N/A** |
| Fix Version/s: | **[22.11]** | Designer Contact: | **Inderjot Malik** | Change Type (SCR): | **Operational Enhancement** |
| Minor Version: | **22.12.xx** | Expedite Changes: | **Start Build** | Estimate: | **1907** |
| Reporter: | **Inderjot Malik** | Regulation Reference: | | Created: | **06/02/2022 08:52 AM** |
| Status: | **System Test** | Impact Analysis: | **[Technology Impact]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Brian Rodgers** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&O** |
| Project Phase (SCR): | **Assembly Test** | Committee: | **[Tech]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **06/30/2022** | Other Agency Cross Reference: | **CA-252091** |
| 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 Description:** | N/A |
| **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 |

**Content Revision Status-1:**
Pending CCB

**Content Revision Description-1:**

1. Recommendation Change:
N/A

2. Estimate Change:
Before:
Automated Test ETC Total: 1001
System Test Support ETC Total: 266

After:
Automated Test ETC Total: 1017
System Test Support ETC Total: 284

Additional hours are required to validate the remaining environments that have yet to be migrated to the new AWS accounts (Batch Regression 1 and 2). Note this is a zero cost SCR.

3. Release Change:
N/A

4. Funding Source Change:
N/A

**Content Revision Status-2:**

**Content Revision Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-3:**

**Content Revision Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:

| | |
|---|---|
| | After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |
| **Content Revision Status-4:**<br>**Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |

# [CA-247958] Request for ForgeRock Production Load for Wave 4 CalWIN Counties Prior to the Start of CalSAWS Training

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Forge Rock [22.11]** | Assignee: | **Amir Mohammad** | SPG Status: | **N/A** |
| Fix Version/s: | | Designer Contact: | **Lesley Pevny** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.01.02** | Expedite Changes: | **No** | Estimate: | **2** |
| Reporter: | **Gregory Postulka** | Regulation Reference: | | Created: | **07/19/2022 02:49 PM** |
| Status: | **Design in Progress** | Impact Analysis: | **[Other, Training]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Ashley Arnold** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Other]** | Funding Source ID: | **Technical Infrastructure** |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | | Other Agency Cross Reference: | |

| | |
|---|---|
| **Non-Committee Review: Expedite Approval:** | Approved by Haikaz Tombakian on 07/19/2022 |
| **Current Design:** | CalWIN Cutover are wave based with two cutovers for each Wave, A - County prep and B – Go Live. County prep is 6 weeks before the Go Live cutover. The Wave Mock Cutover and County prep cutover timelines are not sufficient for the Training Team. |
| **Request:** | CalWIN County users will need to be loaded into ForgeRock Production prior to the start of CalSAWS training, so they may also be added to the LMS. ForgeRock is required for individual LMS accounts. Create one bulk load file leverage the user information being gathered by CRFI 22-058 and execute the load into ForgeRock Production. |
| **Recommendation:** | Recommending the Normal Change request Process should be followed. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Consortium HelpDesk would have to create ForgeRock accounts one by one through the ForgeRock administrative console. |
| **Operational Impact:** | |
| **Estimate:** | 2 |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 2 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: |

3. Release Change:
Before:
After:

4. Funding Source Change:
Before: Other
After: M&E

**Content Revision Status-2:**  Pending CCB

**Content Revision Description-2:**  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before: M&E
After: DD&I

**Content Revision Status-3:**

**Content Revision Description-3:**  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision Status-4:**

**Content Revision Description-4:**  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

# [CA-221945] ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Online** | Assignee: | **Yudhi Tanuwidjaja** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.01]** | Designer Contact: | **Andrea Rodriguez** | Change Type (SCR): | **Policy Re-Design** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **1240** |
| Reporter: | **Michele Peterson** | Regulation Reference: | **ACL 19-13** | Created: | **11/19/2020 06:52 AM** |
| Status: | **In Assembly Test** | Impact Analysis: | **[Business Process, Security, Training]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Dymas Pena** | Training Impacted: | **[CFP/WBT, Job Aid, Online Help]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[Lobby Management, Usability]** | Funding Source ID: | |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | **05/02/2022** | Other Agency Cross Reference: | |

**Non-Committee Review:**
**Expedite Approval:**

**Current Design:**  CalSAWS identifies special circumstances with a Special Circumstances case flag in Los Angeles County. This case flag displays a red wheelchair icon next to the case name when in context of a case. The Special Circumstance case flag can be added to the case via the Case Flag Detail page.
  The current Special Circumstance flag icon can also appear as an indicator on the Reception Log List and Worklist pages. The icon can be added to a Reception Log List record via the reception log when the 'Special Circumstances' option is selected under the Special Needs drop-down. Adding the icon to a Reception Log List record will also add the icon to the case's Message Center notification.

  The icon can also be added next to a task record on the Worklist pages via the Application Registration page when "Yes" is selected upon registration for the questions "Do you have a disability and need help applying?" and "Do you need other arrangements due to a disability?".

**Request:**  Per AB2030, update the Special Circumstance case flag indicator to notify the case worker once an applicant or recipient case file is initiated that the case person has requested special accommodation due to disability. Create new pages to document special circumstance and accommodation information for a person in CalSAWS.

**Recommendation:**
  1. Create new pages in CalSAWS that will allow users to add information about a person's special circumstances and accommodation preferences.
  a. The information will be collected at the person-level and available across cases.

  2. Update the Utilities Navigation to display the updated special circumstance icon and information captured in the Special Circumstances Detail page on the hover.

  3. Update Case Summary page to include Special Circumstances information.

  4. Update the Special Circumstance icon on the Worklist pages.

  5. Update the Reception Log pages.
  a. Replace the Special Circumstances icon that displays next to the record in the Reception Log List.
  b. Display the icon on the Reception Log List for additional options selected on the Special Needs drop down on the Reception Log Detail page.
  c. Display the icon on the Reception Log List automatically for persons that have Special Circumstance Detail records.

  6. Update the Special Circumstances indicator on the Message Center.
  a. Replace the Special Circumstances icon that displays next to the record in the Message Center.

b. Display the icon on the reception log message for additional options selected on the Special Needs drop down on the Reception Log Detail page.
c. Display the icon on the reception log message automatically for persons that have Special Circumstance Detail records.

7. Update the existing Special Circumstances case flag in Los Angeles County.
a. Update the Special Circumstances icon on the case flag.
b. Add new Special Circumstances Detail records only for persons that currently have Special Circumstance Case Flags and end date their existing case flags.

**Outreach Description:**

**Alternative Procedure Description:** Add a case flag to indicate special circumstances for a case.

**Operational Impact:**

**Estimate:** **1240**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 48 | Batch/Interfaces : | 84 | 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 : | 686 |
| Performance : | 0 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 307 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:** No change in design document, just Release Change.

1. Release Change:
Before: 22.09
After: 23.01

**Content Revision Status-2:** Accepted

**Content Revision Description-2:** 1. Updates Section 2.1-2.2 to clarify page validation functionality. Please review CA-221945 ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator Content Revision.docx for more details. Estimate updated to correct values that do not match original estimate document.

2. Estimate Change:
Before:
Online ETC 1: 150
Online ETC 5: 106
System Test Support ETC 1: 288
Unallocated Hours: 105

After:
Online ETC 1: 192
Online ETC 5: 114
System Test Support ETC 1: 307
Unallocated Hours: 115

**Content Revision Status-3:** Pending CCB

**Content Revision Description-3:** 1. Updated Section 2.1.3.1. and Figure 2.1.4 – List page should display "No Data Found" when there are no existing records, and case person list order updated to match precedent on other list pages. Added Section 2.2.3.1.k and updated Figures 2.2.1-2.2.4 – Added Created By/Updated By to detail page when in edit and view mode. Removed Required icon next to Name field since the field is always in read-only. Updated Figures 2.4.1-2.4.3. – Fixed typo in "Accommodation" and adjusted table widths. Added Section 2.3.3.2.e. – Clarified

| | |
|---|---|
| | that Hover width should only expand when special circumstances are present. Please review CA-221945 ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator Content Revision 2.docx for more details. |
| **Content Revision Status-4:**<br>**Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |

# [CA-247959] Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Forge Rock** | Assignee: | **Amir Mohammad** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.02]** | Designer Contact: | **Lesley Pevny** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.02.27** | Expedite Changes: | **No** | Estimate: | **2** |
| Reporter: | **Gregory Postulka** | Regulation Reference: | | Created: | **07/19/2022 02:50 PM** |
| Status: | **Design in Progress** | Impact Analysis: | **[Other, Training]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Ashley Arnold** | Training Impacted: | | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Training]** | Funding Source ID: | **Technical Infrastructure** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

| | |
|---|---|
| **Non-Committee Review:** | |
| **Expedite Approval:** | Approved by Haikaz Tombakian on 07/19/2022 |
| **Current Design:** | CalWIN Cutover are wave based with two cutovers for each Wave, A - County prep and B – Go Live. County prep is 6 weeks before the Go Live cutover. The Wave Mock Cutover and County prep cutover timelines are not sufficient for the Training Team. |
| **Request:** | CalWIN County users will need to be loaded into ForgeRock Production prior to the start of CalSAWS training, so they may also be added to the LMS. ForgeRock is required for individual LMS accounts. Create one bulk load file leverage the user information being gathered by CRFI 22-058 and execute the load into ForgeRock Production. |
| **Recommendation:** | Recommending the Normal Change request Process should be followed. |
| **Outreach Description:** | |
| **Alternative Procedure Description:** | Consortium HelpDesk would have to create ForgeRock accounts one by one through the ForgeRock administrative console. |
| **Operational Impact:** | |
| **Estimate:** | **2** |

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 2 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change: Before: After: |
| | 2. Estimate Change: Before: After: |

|  | 3. Release Change:<br>Before:<br>After: |
|---|---|
|  | 4. Funding Source Change:<br>Before: Other<br>After: M&E |
| **Content Revision Status-2:** | Pending CCB |
| **Content Revision Description-2:** | 1. Recommendation Change:<br>Before:<br>After: |
|  | 2. Estimate Change:<br>Before:<br>After: |
|  | 3. Release Change:<br>Before:<br>After: |
|  | 4. Funding Source Change:<br>Before: M&E<br>After: DD&I |
| **Content Revision Status-3:** | |
| **Content Revision Description-3:** | 1. Recommendation Change:<br>Before:<br>After: |
|  | 2. Estimate Change:<br>Before:<br>After: |
|  | 3. Release Change:<br>Before:<br>After: |
|  | 4. Funding Source Change:<br>Before:<br>After: |
| **Content Revision Status-4:** | |
| **Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After: |
|  | 2. Estimate Change:<br>Before:<br>After: |
|  | 3. Release Change:<br>Before:<br>After: |
|  | 4. Funding Source Change:<br>Before:<br>After: |

# [CA-55378] Impose CW MAP Reduction within the allotted timeframe when Immunization Page is not updated for children in AU under age 6

| | | | | | | |
|---|---|---|---|---|---|---|
| Team Responsible: | **Eligibility** | Assignee: | **Unassigned** | SPG Status: | **Approved** | |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Thomas Lazio** | Change Type (SCR): | **Policy Re-Design** | |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **1170** | |
| Reporter: | **Ted Anderson [X]** | Regulation Reference: | **EAS 40-105.4, ACL 97-70, 11-57, 13-51, 14-98** | Created: | **01/19/2018 11:43 AM** | |
| Status: | **Approved** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** | |
| Policy/Design Consortium Contact: | **Binh Tran [X]** | Training Impacted: | **[Online Help]** | Funding Source: | **CalSAWS M&E** | |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | | |
| Consortium Review Approval: Consortium Review Approval Date: | | Approved by Committee: | **07/29/2020** | Other Agency Cross Reference: | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:**
 A pending CalWORKs application can be approved pending verification of immunization records.
 CalSAWS displays a soft validation message when running EDBC informing users that "There is no ongoing immunization record for the following child(ren): (Name of Child)"  when there exists a child under 6 years old in the case that does not have a immunization record for the benefit month.

 If the immunization verification is still pending once 10 days have passed from the Request Date on the Verification Detail page, a MAP grant reduction is imposed at the beginning of the benefit month.

 If a child under the age 6 has an Immunization verification that is "Refused", EDBC currently sets the status to 'Denied'/'Discontinued' (Intake/Ongoing) for the CW program persons.

**Request:**
 Per CalWORKs policy (EAS 40-105.4),  verification of immunization is required for all children in the AU under the age of 6 by the CW participant within the established timeframe of 30 to 45 days.  Therefore, CalSAWS must include functionality to automatically provide the required time for parent/caretaker applicants/participants to submit verifications after the case has been approved or reauthorized before 'FTP-Immunization' MAP reduction penalty is imposed.

 Per CRPC 2198, CalSAWS should impose the 'FTP-Immunization' MAP reduction penalty in the amount of the parent(s) or caretaker relative within the established timeframe of 30 to 45 days for immunizations that are 'refused' and should not 'Deny' (Intake) or 'Discontinue' (Ongoing) the CW program persons.

**Recommendation:**
 1. Impose 'FTP-Immunization' MAP reduction penalty in the amount of the biological/adoptive parent(s) or caretaker relative exerting parental control that are receiving aid.

 2. Update CW EDBC to not Deny (Intake) or Discontinue (Ongoing) CW persons when the immunization record has a status of 'Refused'.

 3. Impose 'FTP-Immunization' MAP reduction penalty within the established timeframe of 30 to 45 days while Immunization records remain pending or refused.

 4. Update trigger of the existing CalWORKs no school/ immunization verification NOA.

 5. Add CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM to the Template Repository for LRS/ CalSAWS.

**Outreach Description:**

| **Alternative Procedure Description:** | Override EDBC | | | | |
|---|---|---|---|---|---|
| **Operational Impact:** | | | | | |
| **Estimate:** | **1170** | | | | |
| Automated Test : | 120 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 191 | DBA : | 0 | Design : | 0 |
| Eligibility : | 485 | 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 : | 269 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**

1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 22.11
After: 23.03

4. Funding Source Change: N/A

**Content Revision Status-2:** Pending CCB

**Content Revision Description-2:**

Content Revision-6:
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.03
After: 23.07

4. Funding Source Change: N/A

**Content Revision Status-3:** Accepted

**Content Revision Description-3:**

1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 21.11
After: TBD

4. Funding Source Change: N/A

**Content Revision Status-4:** Accepted

**Content Revision Description-4:**

Release Change:
Before: TBD
After: 22.11

# [CA-203208] Send MEDS Non-Extended Aid Codes For Foster Care & Kin-GAP Infants

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Batch/Interfaces** | Assignee: | **Unassigned** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Sowmya Coppisetty** | Change Type (SCR): | **New Policy** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **1801** |
| Reporter: | **Maria Arceo** | Regulation Reference: | **1961-11-01** | Created: | **06/19/2018 08:43 AM** |
| Status: | **Approved** | Impact Analysis: | **[N/A]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Ignacio Lazaro** | Training Impacted: | | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[MEDS]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **06/08/2021** | Other Agency Cross Reference: | **CIV-572** |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:**
When there is a Medi-Cal Member Only (MMO) infant on a FC or KG program, the interface sends MEDS the same Aid Code for the MMO as the one that was determined by EDBC for the FC/KG recipient in the program who is their parent. If that parent is a Non-Minor Dependent (NMD), the extended Aid Code for the parent is sent for the MMO infant even though extended Aid Codes are not valid for a minor infant.

**Request:**
The MEDS interface should send a valid Aid Code for the MMO infant on a FC or KG program even when the parent is an NMD with an extended Aid Code.

**Recommendation:**
1) Add an MMO Aid Code reference column to the Aid Code table (Code Table 184) defining what Aid Code to send to MEDS for an MMO for any FC or KG Program Aid Code.
2) Update FC and KG EDBC to look up the MMO Aid Code based on the Program Aid Code, and display it on EDBC results, and save it with the program Aid Code information when the EDBC is authorized.
3) Update the FC Aid Code Override Detail page to display the MMO Aid Code along with other Aid Code information during an EDBC Override or Manual EDBC.
4) Add the MMO Aid Code field to the FC and KG program blocks on Case Summary to display when there is an MMO in the program block and an MMO Aid Code was set by EDBC.
5) Update the MEDS interface to send the new MMO Aid Code when there is an MMO on a FC or KG program.
6) Provide the counties with a list of FC and KG cases with an MMO in the program when this SCR is implemented.

**Outreach Description:**

**Alternative Procedure Description:**
Workers can complete a MEDS online transactions according to their county business practice to 1) Release the Hold and 2) Correct the infant/child aid code at each MEDS transaction including EDBC, RECON and Renewal to override the infant's Medi-Cal aid code on MEDS to be the aid code the NMD received prior to entering Extended Foster Care.

**Operational Impact:**

**Estimate:** **1801**

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 161 | Batch/Interfaces : | 396 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 628 | Fiscal : | 0 | Forms Test : | 0 |
| Imaging : | 0 | IVR/CC : | 0 | Online : | 60 |
| Performance : | 0 | Release Communication Support : | 0 | Reports : | 0 |
| Reports Test : | 0 | Security : | 0 | Special Project : | 0 |
| System Test Support : | 421 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

| | |
|---|---|
| **Content Revision Status-1:** | Accepted |
| **Content Revision Description-1:** | 1. Recommendation Change: {Description of Recommendation Change}<br>Before: N/A<br>After: N/A<br><br>2. ETC Change: {Description of ETC Change}<br>Before: N/A<br>After: N/A<br><br>3. Release Change: {Description of Release Change}<br>Before: 22.01<br>After: 22.05 |
| **Content Revision Status-2:** | Accepted |
| **Content Revision Description-2:** | 1. Recommendation Change: N/A<br><br>2. ETC Change: N/A<br><br>3. Release Change:<br>Before: 22.05<br>After: TBD |
| **Content Revision Status-3:** | Accepted |
| **Content Revision Description-3:** | 1. Recommendation Change: {Description of Recommendation Change}<br>Before:<br>After:<br><br>2. ETC Change: {Description of ETC Change}<br>Before:<br>After:<br><br>3. Release Change: {Description of Release Change}<br>Before-TBD<br>After-23.03 |
| **Content Revision Status-4:** | Pending CCB |
| **Content Revision Description-4:** | 1. Recommendation Change: {Description of Recommendation Change}<br>Before:<br>After:<br><br>2. ETC Change: {Description of ETC Change}<br>Before:<br>After:<br><br>3. Release Change: {Description of Release Change}<br>Before: 23.03<br>After: TBD |

# [CA-214541] Create List of CW Cases with Two Parents; One with Role of 'MMO' with role reason 'FTP Immunization'

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Eligibility** | Assignee: | **Giovanni Gonzalez** | SPG Status: | **Approved** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Thomas Lazio** | Change Type (SCR): | **Policy Re-Design** |
| Minor Version: | | Expedite Changes: | **No** | Estimate: | **18** |
| Reporter: | **Thomas Lazio** | Regulation Reference: | **EAS 40-105.4** | Created: | **03/20/2020 03:12 PM** |
| Status: | **Approved** | Impact Analysis: | **[N/A]** | Outreach Required: | **Yes** |
| Policy/Design Consortium Contact: | **Sarah Cox** | Training Impacted: | **[N/A]** | Funding Source: | **CalSAWS M&E** |
| Project Phase (SCR): | **Production** | Committee: | **[CalWORKs/ CalFresh]** | Funding Source ID: | |
| Consortium Review Approval: | | Approved by Committee: | **07/29/2020** | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:**

**Current Design:** C-IV and CalSAWS allow more than one member of the AU with living in the home status of 'In the Home' and relationship type of 'Parent (Biological/Adoptive)' to have 'parental control' over a child under the age 6 with a 'pending' immunization verification. Also, the role of 'MMO' with the role reason of 'FTP-Immunization' can be imposed on multiple members in the AU who are designated as having 'parental control' over a child under the age of 6.

**Request:** During review of SCR CA-55378, the committee requested generated a list for workers to review CW cases without immunization record verification for children in the Assistance Unit (AU) who are under age 6 where there are two parents living in the home and only one parent has role of 'MMO' with role reason of "FTP Immunization".

**Recommendation:** Generate a list of cases with a CalWORKs program that meet the following criteria:
- - Two active participants that have relationship type of 'Parent (Biological/Adoptive)' to the same MEM participant(s) under the age of 6 in the AU with a 'pending' immunization verification.
- Both active parent participants have a 'Living in the Home Status' of 'In the Home' under Household Status.
- Only one of those active parent participants has role of 'MMO' with role reason of 'FTP Immunization'
- Only one of those active parent participants has parental control over the MEM participant(s) under the age of 6 in the AU with a 'pending' immunization verification.

- List should include the following standard columns:
  1) Case Name
  2) Case Number
  3) County
  4) Unit
  5) Unit Name
  6) Office Name
  7) Worker ID
  8) Worker Name

List will be posted:

For LRS/CalSAWS:
CalSAWS SharePoint > Web Portal > System Changes > SCR and SIR Lists > 2023 > SCR CA-214541

**Outreach Description:** Companion listing to SCR CA-55378 to list cases without immunization record verification for children in the Assistance Unit (AU) under age 6 where there are two parents living in the home and only one parent has role of 'MMO' with role reason of "FTP Immunization".

**Alternative Procedure Description:** N/A

**Operational Impact:**
**Estimate:** 18

| | | | | | |
|---|---|---|---|---|---|
| Automated Test : | 0 | Batch/Interfaces : | 0 | Batch Operations : | 0 |
| BenefitsCal : | 0 | CalHEERS : | 0 | CalHEERS Test : | 0 |
| Client Correspondence : | 0 | DBA : | 0 | Design : | 0 |
| Eligibility : | 14 | 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 : | 4 | Tech Arch : | 0 | Tech ForgeRock : | 0 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Pending CCB

**Content Revision Description-1:** Content Revision 5 -

1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.03
After: 23.07

4. Funding Source Change: N/A

**Content Revision Status-2:** Accepted

**Content Revision Description-2:**
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 21.11
After: TBD

4. Funding Source Change: N/A

**Content Revision Status-3:** Accepted

**Content Revision Description-3:**
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: TBD
After: 22.11

4. Funding Source Change: N/A

**Content Revision Status-4:** Accepted

**Content Revision Description-4:**
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 22.11
After: 23.03

4. Funding Source Change: N/A

# [CA-247960] Request for ForgeRock Production Load for Wave 6 CalWIN Counties Prior to the Start of CalSAWS Training

| | | | | | |
|---|---|---|---|---|---|
| Team Responsible: | **Tech Forge Rock** | Assignee: | **Amir Mohammad** | SPG Status: | **N/A** |
| Fix Version/s: | **[23.03]** | Designer Contact: | **Lesley Pevny** | Change Type (SCR): | **Data Change** |
| Minor Version: | **23.05.01** | Expedite Changes: | **No** | Estimate: | **2** |
| Reporter: | **Gregory Postulka** | Regulation Reference: | | Created: | **07/19/2022 02:51 PM** |
| Status: | **Design in Progress** | Impact Analysis: | **[Other, Training]** | Outreach Required: | **No** |
| Policy/Design Consortium Contact: | **Ashley Arnold** | Training Impacted: | | Funding Source: | **CalSAWS DD&I** |
| Project Phase (SCR): | **Migration** | Committee: | **[Other]** | Funding Source ID: | **Technical Infrastructure** |
| Consortium Review Approval: | | Approved by Committee: | | Other Agency Cross Reference: | |
| Consortium Review Approval Date: | | | | | |

**Non-Committee Review:**

**Expedite Approval:** Approved by Haikaz Tombakian on 07/19/2022

**Current Design:** CalWIN Cutover are wave based with two cutovers for each Wave, A - County prep and B – Go Live. County prep is 6 weeks before the Go Live cutover. The Wave Mock Cutover and County prep cutover timelines are not sufficient for the Training Team.

**Request:** CalWIN County users will need to be loaded into ForgeRock Production prior to the start of CalSAWS training, so they may also be added to the LMS. ForgeRock is required for individual LMS accounts. Create one bulk load file leverage the user information being gathered by CRFI 22-058 and execute the load into ForgeRock Production.

**Recommendation:** Recommending the Normal Change request Process should be followed.

**Outreach Description:**

**Alternative Procedure Description:** Consortium HelpDesk would have to create ForgeRock accounts one by one through the ForgeRock administrative console.

**Operational Impact:**

**Estimate:** **2**

| | | | | | |
|---|---|---|---|---|---|
| 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 : | 2 |
| Tech Ops : | 0 | Training : | 0 | Translation : | 0 |

**Content Revision Status-1:** Accepted

**Content Revision Description-1:**
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

| | |
|---|---|
| | 3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before: Other<br>After: M&E |
| **Content Revision Status-2:** | Pending CCB |
| **Content Revision Description-2:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before: M&E<br>After: DD&I |
| **Content Revision Status-3:** | |
| **Content Revision Description-3:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |
| **Content Revision Status-4:** | |
| **Content Revision Description-4:** | 1. Recommendation Change:<br>Before:<br>After:<br><br>2. Estimate Change:<br>Before:<br>After:<br><br>3. Release Change:<br>Before:<br>After:<br><br>4. Funding Source Change:<br>Before:<br>After: |

# End Content Revisions