

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-208601 Batch Scheduling CalWIN Counties
Wave 2

CalSAWS	DOCUMENT APPROVAL HISTORY	
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DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/28/2022	1.0	Initial version	Jennifer Muna

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1 OVERVIEW

This SCR will outline the necessary modifications for scheduling the CalSAWS batch jobs for the CalWIN Wave 2 Conversion. The CalWIN Wave 2 Counties include Contra Costa, Santa Clara, and Tulare County.

1.1 Current Design

Various CalSAWS Migration DDIDs implemented in R1 through R8 include functionality to turn on/turn off Batch jobs for the 58 Counties. CA-208599 implemented batch schedule updates for the C-IV Migration counties. The SCR contained DDID references and county responses from C-IV and CalWIN Counties per batch job/functionality.

CalWIN Conversion has begun with the 22.09 release of the Wave 1 Counties of Placer and Yolo. The Wave 2 CalWIN Conversion with Contra Costa, Santa Clara, and Tulare County into the CalSAWS System will begin in January 2023. The scheduling of the remaining CalWIN Counties will occur for each conversion wave in future system change requests.

1.2 Requests

Update Batch Scheduling CalWIN Conversion Wave 2 to schedule the various Batch jobs for Contra Costa, Santa Clara, and Tulare. Batch jobs from the following SCRs will be scheduled for the CalWIN Wave 2 Counties starting 01/23/2023:

Batch:

1. CA-207374: DDID 1110 – Update Negative Action Batch jobs to be configurable
2. CA-207302: DDID 1527 - CalFresh Denial Due to Missed Interview
3. CA-207363: DDID 1236 – Update the Non-MAGI RE Discontinuance Batch Job to run for all 58 Counties
4. CA-208568: DDID 1967 – Modify WTW Batch job related to Sanctions for all 58
5. CA-222369: Update Batch jobs for Foster Care program when NMD turns 21
6. CA-207145: CAPI Discontinuance (PB00E917) for C-IV and CalWIN Counties.
7. CRFI 22-031: CalWIN - CFET Automation Jobs
8. CRFI 22-043: CalWIN – Update Child Care Certificate
9. CRFI 22-021: CalWIN – WTW program Activation Batch Job
10. Schedule the following IVR jobs for CalWIN counties: POxxM300, POxxM301, POxxM302, POxxM303, POxxM304, POxxM305

Correspondence:

1. CA-50988: Automation of the Medi-Cal Request for Information Form MC 355
2. CA-215153: DDID 2659 FDS: Non State Forms – Update MATURES 1
3. CA-215155: DDID 2660 FDS: Non State Forms – Update MATURES 2

4. CRFI 19-030: DDID 2280 CSF 285 form
5. Schedule the following print bundling and print file FTP jobs for the CalWIN counties: PBXXP400, PBXXP401, PBXXP404, PBXXP405, PBXXP500, PBXXP501, PBXXP504, PBXXP420, PBXXP421, PBXXP424, etc., and conduct central print testing.
6. Schedule the remaining NOA and FORM Generation thread jobs for the CalWIN Counties.
7. CRFI 22-061: CalWIN County CSF 124 and CSF 125

Fiscal:

1. CA-216568: DDID 1787 and 1789 – Migrate C-IV County Specific Batch Jobs Phase 5
2. CA-212363: DDID 1360 - Add Direct Deposit Functionality to CalSAWS for CalWIN Migration Counties
3. CA-217791: DDID 1967 – Update RDB With Direct Deposit Data Collection
4. CA-207266: DDID 1652 – Enable Recovery Account Activation Batch Job for all 58 Counties
5. CA-207157: DDID 2128 – Add Tax Intercept Functionality to CalSAWS
6. CA-212361: DDID 2194 - Add Positive Pay Interface Functionality to CalSAWS for CalWIN Migration Counties
 - a. Do not schedule Positive Pay job/FTP for Contra Costa County
7. Foster Care Main Payroll
 - a. Schedule Main Payroll on 1st of the month, similar to C-IV counties, for all CalWIN counties.
8. CA-215679: DDID 2376 FDS: GA GR Overpayment Suspension/Termination Batch Changes
 - a. CRFI 22-003: CalWIN - Terminate GA/GR Recovery Account
9. CA-235652: CRFI 21-036 Update Warrant Expiration for CalWIN Counties
10. CA-207137: DDID 2196, 2200, 2201 - CalWIN Fiscal Interfaces
11. CA-207493: DDID 87 – Add Batch Automation for WTW Supportive Services Overpayments

1.3 Overview of Recommendations

1. Update CalSAWS batch jobs via BPCR/BSCR to run for Contra Costa, Santa Clara, and Tulare Counties based on county opt in/opt out decisions starting 01/23/2023.

1.4 Assumptions

1. Batch Scheduling for CalWIN Migration Counties will occur with the following SCRs for each conversion wave:
 - a. CA-208602 CalWIN Wave 3: Orange, Santa Barbra, and Ventura (Release 23.03)

- b. CA-208603 CalWIN Wave 4: San Diego, San Mateo, Santa Cruz, and Solano (Release 23.05)
 - c. CA-208604 CalWIN Wave 5: Alameda, Fresno, Sonoma (Release 23.07)
 - d. CA-208605 CalWIN Wave 6: Sacramento, San Francisco, and San Luis Obispo (Release 23.09)
- 2. The CalWIN Counties will be scheduled for batch jobs that are currently running for all former C-IV Counties and Los Angeles County in CalSAWS. These batch jobs will retain their current batch job frequencies and dependencies, with the exception of some Fiscal jobs.
 - a. For Foster Care Main payroll, the CalWIN Counties will run on the 1st business day of the month the same as the C-IV Counties.
- 3. The following SCRs/DDID are interfaces job and Batch scheduling/Batch Property updates will be addressed in CA-237629:
 - a. CA-207329: DDID 1395 – IEVS Batch Assignment
 - b. CA-212490: DDID 1395 – IEVS Batch Assignment for CalWIN
 - c. CA-207438: DDID 571 Migrate C-IV WDTIP Jobs
 - d. CA-207232: DDID 1964,1955 – MEDS
- 4. Scheduling for CMSP Discontinuance Sweep (PB00E147) in DDID 1859 will be addressed in CA-214453.
- 5. The jobs PB00P599 - Generate NOA batch sweep, PB00P601 - Dynamic NOA Balancing batch job, PB00R6500 - Dynamic Form Balancing are already scheduled for CalWIN Counties.

2 RECOMMENDATIONS

2.1 Schedule Batch Jobs to run for the CalWIN Wave 2 Counties

2.1.1 Overview

This section outlines the updates necessary to include the batch jobs in the CalSAWS Batch Scheduler for Contra Costa, Santa Clara, and Tulare Counties.

2.1.2 Description of Change

1. Validate the following batch jobs in the CalSAWS Batch Scheduler. Create BSCR/BPCR (if necessary) to schedule batch jobs for the CalWIN Wave 2 Counties.
 - a. Refer to Supporting Document 'CalWIN All Other Batch Jobs Wave 2' for detailed list of batch jobs.
 - b. There are existing batch jobs that are currently scheduled. Review the Supporting Document to update batch job scheduling and/or properties based on county opt-in/opt-out responses.

2.1.3 Execution Frequency

Refer to Supporting Document 'CalWIN All Other Batch Jobs Wave 2' for batch job frequencies.

2.1.4 Key Scheduling Dependencies

Refer to Supporting Document 'CalWIN All Other Batch Jobs Wave 2' for batch job dependencies.

2.1.5 Counties Impacted

Contra Costa, Santa Clara, and Tulare Counties

2.1.6 Data Volume/Performance

N/A

2.1.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the

file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.2 Schedule Correspondence Jobs to run for the CalWIN Wave 2 Counties

2.2.1 Overview

This section outlines the updates necessary to include the batch jobs in the CalSAWS Batch Scheduler for Contra Costa, Santa Clara, and Tulare Counties

2.2.2 Description of Change

1. Create BSCR/BPCR (if necessary) to schedule batch jobs for the CalWIN Wave 2 Counties.
 - a. Refer to Supporting Document 'CalWIN Correspondence Batch Jobs Wave 2' for detailed list of batch jobs.
 - b. There are existing batch jobs that are currently scheduled. Review the Supporting Document to update batch job scheduling and/or properties based on county opt-in/opt-out responses.

2.2.3 Execution Frequency

Refer to Supporting Document 'CalWIN Correspondence Batch Jobs Wave 2' for batch job frequencies.

2.2.4 Key Scheduling Dependencies

Refer to Supporting Document 'CalWIN Correspondence Batch Jobs Wave 2' for batch job dependencies.

2.2.5 Counties Impacted

Contra Costa, Santa Clara, and Tulare Counties

2.2.6 Data Volume/Performance

N/A

2.2.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.3 Schedule Fiscal Jobs to run for the CalWIN Wave 2 Counties

2.3.1 Overview

This section outlines the updates necessary to include the batch jobs in the CalSAWS Batch Scheduler for Contra Costa, Santa Clara, and Tulare Counties

2.3.2 Description of Change

1. Validate the following batch jobs in the CalSAWS Batch Scheduler. Create BSCR/BPCR (if necessary) to schedule batch jobs for the CalWIN Wave 2 Counties.
 - a. Refer to Supporting Document 'CalWIN Fiscal Batch Jobs Wave 2' for detailed list of batch jobs.
 - b. There are existing batch jobs that are currently scheduled. Review the Supporting Document to update batch job scheduling and/or properties based on county opt-in/opt-out responses.
2. Do not schedule Positive Pay Writer job for Contra Costa County.
3. Foster Care Main Payroll
 - a. Schedule FC Main Payroll on 1st of the month, similar to C-IV counties, for all CalWIN Counties.

2.3.3 Execution Frequency

Refer to Supporting Document 'CalWIN Fiscal Batch Jobs Wave 2' for batch job frequencies.

2.3.4 Key Scheduling Dependencies

Refer to Supporting Document 'CalWIN Fiscal Batch Jobs Wave 2' for batch job dependencies.

2.3.5 Counties Impacted

Contra Costa, Santa Clara, and Tulare Counties

2.3.6 Data Volume/Performance

N/A

2.3.7 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Batch/Interfaces	List of all other batch jobs with county opt-in indicator, execution frequencies, and scheduling dependencies	CalWIN All Other Batch Jobs Wave 2.xlsx
2	Correspondence	List of Correspondence batch jobs with county opt-in indicator, execution frequencies, and scheduling dependencies	CalWIN Correspondence Batch Jobs Wave 2.xlsx
3	Fiscal	List of Fiscal batch jobs with county opt-in indicator, execution frequencies, and scheduling dependencies	CalWIN Fiscal Batch Jobs Wave 2.xlsx

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-216997

MEDS: Including Medi-Cal RC20 transaction when an individual is eligible under Medi-Cal and TCVAP cash assistance aid code 1V

CalSAWS	DOCUMENT APPROVAL HISTORY	
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	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/13/2022	1.0	Initial Draft	Soundarya Ramesh

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1 OVERVIEW

1.1 Current Design

The MEDS RC20 Transaction sends demographic information for each active participant that is included in a program that is known to MEDS.

Currently, RECON does not include RC20 transaction for Medi-Cal when an individual is eligible under Medi-Cal and TCVAP cash assistance aid code 1V. If this transaction is missing in Medi-Cal, the RECON worker alerts 6005 & 2502 are generated, and the record is placed in a hold status for the following month in MEDS.

- Alert 6005 - RECON RECORD ON MEDS/NOT ON COUNTY - RECON HOLD GENERATED (PRI-ALT)
- Alert 2502 - RECIPIENT IN HOLD STATUS (ALERT)

1.2 Requests

Update the MEDS RC20 thread job logic to include RC20 transaction for Medi-Cal when an individual is eligible under Medi-Cal and TCVAP aid code 1V.

1.3 Overview of Recommendations

Update the MEDS RC20 thread job logic to include RC20 transaction for Medi-Cal when an individual is eligible under Medi-Cal and TCVAP. With this change, the number of alerts in the MEDS Inbound will be reduced and the MEDS record will not be on Hold Status.

1.4 Assumptions

1. The existing functionality will continue to trigger RC20 transaction for all other existing scenarios.

2 RECOMMENDATIONS

2.1 RC20 MEDS RECON Thread job

2.1.1 Overview

Update the MEDS RC20 thread job logic to include RC20 transaction for Medi-Cal when an individual is eligible under Medi-Cal and TCVAP. With this change, the number of alerts in the MEDS Inbound will be reduced and the MEDS record will not be on Hold status.

2.1.2 Description of Change

Update the MEDS RC20 thread job logic to include RC20 transaction for Medi-Cal when an individual is eligible under Medi-Cal and TCVAP for the following scenario-

1. In MEDS, aid code 1V is cash assistance that does not include Medi-Cal eligibility. If an individual is eligible for TCVAP aid code 1V under the RCA block and eligible under the Medi-Cal block on any aid code in CalSAWS, the RECON should include 2 RC20 transactions. One for TCVAP and another for Medi-Cal.

2.1.3 Execution Frequency

No Change

2.1.4 Partner Integration Testing

No

2.1.5 Key Scheduling Dependencies

No Change

2.1.6 Counties Impacted

All CalSAWS Counties

2.1.7 Category

Non-Core

2.1.8 Data Volume/Performance

No Change

2.1.9 Interface Partner

MEDS

2.1.10 Failure Procedure/Operational Instructions

Batch Support Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.).

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.20.1.3	The LRS shall include the ability to exchange LRS Data residing on external systems and communicate the results of any automated LRS Data matches.	This SCR is related to batch job that sends eligibility information to external partner MEDS.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-219462

ARC-FC, KG, and AAP Overrides

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Paul Galloway
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2022-06-29	.01	Initial Draft	Paul Galloway
2022-07-21	.02	Updates made following review with build and test.	Paul Galloway
2022-07-29	.03	Updates made following review with BA. Automation tests updated.	Paul Galloway Lena Lam

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1 OVERVIEW

In CalSAWS, Aid Codes that are determined by EDBC rules can be overridden. On manual EDBC's, Aid Code and Rate Structure fields are set manually. Currently, the pages where these updates are made for Foster Care (FC) / Approved Relative Caregiver (ARC), Kin-GAP (KG), and Adoption Assistance Program (AAP) do not all save the same information.

This SCR was opened to follow-up on updates made by SCR "CA-202749: Populate Facility Type Code for FC, AAP, and ARC Manual EDBCs", to add consistency to how the pages function across these programs, and to support the availability of information needed for claiming Manual EDBC's. Additionally, the overriding of a system-determined AFDC-FC Aid Code to an ARC Aid Code can cause claiming issues and a validation is being added to address that issue.

1.1 Current Design

Overriding an FC Aid Code to ARC:

In CalSAWS, FC and ARC are both managed under FC program functionality. If a worker overrides the system-determined aid code from a non-ARC aid code to an ARC aid code, the ARC budget fields will be blank which causes issues because fiscal processes expect values in the ARC budget fields when there is an ARC aid code.

Note: An ARC Aid Code can still be set at any time on the Manual EDBC page, and the ARC budget fields will display on the Manual EDBC page for a worker to enter the required ARC budget values.

Kin-GAP:

A Manual Kin-GAP EDBC doesn't have the Aid Code Information and Authorized Amount Per Rate Structure sections that are part of a regular Kin-GAP EDBC and are used by claiming.

Overriding an Aid Code on a regular Kin-GAP EDBC does not update the Aid Code Information and Authorized Amount Per Rate Structure sections on the EDBC Summary.

AAP:

A Manual AAP EDBC currently requires the worker to enter the Aid Code in two places and does not keep them synchronized.

Overriding an Aid Code on a regular AAP EDBC does not update the Program Configuration, Aid Code Information, and Authorized Amount Per Rate Structure sections on the EDBC.

1.2 Requests

1. Prevent workers from overriding non-ARC aid codes to ARC or ARC aid codes to non-ARC due to resulting claiming issues.
2. Update Kin-GAP and AAP Manual EDBC pages so Aid Code and Rate Structure information is saved consistently.
3. Update Kin-GAP and AAP EDBC override pages so Aid Code and Rate Structure information is saved consistently.

1.3 Overview of Recommendations

1. Update the "Foster Care Aid Code Override Detail" page to display a validation message when a worker attempts to override a system-determined non-ARC aid code to an ARC aid code, or a system-determined ARC aid code to a non-ARC aid code.
2. Update the "Program Configuration List" page for "Kin-GAP EDBC (Manual)" to save Aid Code selections so they will display in the newly added Aid Code Information and Authorized Amount Per Rate Structure sections on the Manual EDBC.
3. Update the "Program Configuration Override List" for "Kin-GAP EDBC Summary" page to save Aid Code selections so they will display in the Aid Code Information and Authorized Amount Per Rate Structure sections on the EDBC.
4. Add Aid Code Information and Authorized Amount Per Rate Structure sections to the "Kin-GAP EDBC (Manual)" page.
5. Add a validation to the "Kin-GAP EDBC (Manual)" page to require that a Rate Structure is set before accepting the EDBC.
6. Add a new "Kin-GAP Rate Structure Override Detail" page to set the Rate Structure and update Begin and End dates on a Kin-GAP Manual EDBC.
7. Update the "Program Configuration Override List" for "AAP EDBC Summary" page to save Aid Code selections so they will display in the Program Configuration, Aid Code Information, and Authorized Amount Per Rate Structure sections on the EDBC.
8. Update the "Program Configuration List" page for "AAP EDBC (Manual)" to save Aid Code selections so they will display in the Aid Code Information and Authorized Amount Per Rate Structure sections on the EDBC.
9. Remove the Add button from the Aid Code Information section on the "AAP EDBC (Manual)" page so aid codes will only be set through the "Program Configuration List" page.
10. Update the "AAP Rate Structure Override Detail" page so the Aid Code field is read-only.

1.4 Assumptions

1. Although recommendation #1 is preventing workers from overriding that Aid Code from ARC to non-ARC and vice-versa, remember that a worker can still use the Manual EDBC page to set any ARC or AFDC-FC aid code on an FC program.
2. SCR "CA-203208: Send MEDS Non-Extended Aid Codes For FC/KG Infants" will make additional changes to the Aid Code sections on FC and KG pages in a future release.

Technical Note: The pages with similar titles ("Program Configuration List", "Program Configuration Override List", etc.) for the various programs share common code in the system. Although the pages are listed in separate sections in this SCR, depending on how they are accessed and for which program many of the updates will be in the same modules.

2 RECOMMENDATIONS

2.1 Eligibility: Foster Care Aid Code Override Detail Page

2.1.1 Overview

Add a validation to the “Foster Care Aid Code Override Detail” page that will display when a worker attempts to override a system-determined non-ARC aid code to an ARC aid code or attempts to override a system-determined ARC aid code to a non-ARC aid code.

Note: This validation applies to overrides on a regular FC EDBC, but a worker can always select any FC or ARC aid code value on a Manual FC EDBC.

ARC Aid codes are identified by a 'Y' in the “ARC Aid Code” reference column (COL 26) of the Aid Code Table (CT 184).

Currently the ARC Aid Codes in CalSAWS are:

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

2.1.2 FC Aid Code Override Detail Mockup

Foster Care Aid Code Override Detail

Save and ReturnCancel

Aid Code - When the System Aid Code is non-ARC, the Aid Code selection must also be non-ARC.

EDBC Override Reason: *New Policy

System Aid Code:
40 - AFDC-FC (State)

Aid Code: *2P - ARC only

Sub Type Code:
Begin Date: *08/01/2022End Date:

Cash Benefits: YesRate Structure: *Non-CCR

Save and ReturnCancel

Figure 2.1.1 – Validation when attempting to override non-ARC to ARC

Foster Care Aid Code Override Detail

Save and ReturnCancel

Aid Code - When the System Aid Code is ARC, the Aid Code selection must also be ARC.

EDBC Override Reason: *New Policy

System Aid Code:
2P - ARC only

Aid Code: *40 - AFDC-FC (State)

Sub Type Code:
Begin Date: *08/01/2022End Date:

Cash Benefits: YesRate Structure: *Non-CCR

Save and ReturnCancel

Figure 2.1.2 – Validation when attempting to override ARC to non-ARC

2.1.3 Description of Changes

1. Add a new validation message to "Foster Care Aid Code Override Detail":
 - a. The message displays after clicking Save and Return if:
 - i. the System Aid Code is not an ARC aid code, and
 - ii. the Aid Code dropdown selection is an ARC aid code.
 - b. The message will read:
 - **Aid Code** - When the System Aid Code is non-ARC, the Aid Code selection must also be non-ARC.

2. Add another new validation message to "Foster Care Aid Code Override Detail":
 - a. The message displays after clicking Save and Return if:
 - i. the System Aid Code is an ARC aid code, and
 - ii. the Aid Code dropdown selection is not an ARC aid code.
 - b. The message will read:
 - **Aid Code - When the System Aid Code is ARC, the Aid Code selection must also be ARC.**
3. If either of these messages displays, the worker remains on "Foster Care Aid Code Override Detail" and no changes can be saved until the validation issue is resolved.
4. Clicking the Aid Code hyperlink in the message moves focus to the Aid Code dropdown field.

2.1.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Run EDBC

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Eligibility: Program Configuration List Page (for KG)

2.2.1 Overview

Kin-GAP Manual EDBC: “Program Configuration List” is accessed from the “Kin-GAP EDBC (Manual)” page to set the Aid Code and other configuration details.

The page will be updated to save Aid Code selections so they will display in the Aid Code Information and Authorized Amount Per Rate Structure sections being added to “Kin-GAP EDBC (Manual)” elsewhere in this SCR.

2.2.2 Program Configuration List Page (for KG) – Mockup

Program Configuration List

* - Indicates required fields

Save and Return Cancel

System Determination

EDBC Source Code: Manual

Aid Code:

Program Status: Active

Program Status Reason:

User System Configuration

Aid Code: Clear

Program Status:

Program Status Reason:

Program Configuration

Note: System determined rows are in bold after user edit.

Name	Role	Role Reason	Status	Status Reason
PERSON, TEST 11M	MEM		Active	

Edit

Figure 2.2.1 – Program Configuration List Page (for KG)

Note: No page layout changes are being made. This mockup is included for reference only.

2.2.3 Description of Changes

1. Update “Program Configuration List” when it is accessed from the “Kin-GAP EDBC (Manual)” page so that when a worker selects an Aid Code and clicks “Save and Return”:
 - a. The Aid Code is saved to the FC_AID_CODE record that displays in the Aid Code Information section and the EDBC_PERS_MISC record that displays in the Authorized Amount Per Rate Structure section on the EDBC Summary page, creating a new record in each section if one doesn't exist yet.
 - b. The Begin Date and End Date on the FC_AID_CODE and EDBC_PERS_MISC record should be set to the Begin Date and End Date, respectively, of the EDBC.

2.2.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Manual EDBC

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

No impact to page usage. Additional FC_AID_CODE records will be created.

2.3 Eligibility: Program Configuration Override List Page (for KG)

2.3.1 Overview

Kin-GAP Regular EDBC: The “Program Configuration Override List” page is accessed from the “Kin-GAP EDBC Summary” page to override the Aid Code and other configuration details.

The page will be updated to save Aid Code selections so they will display in the Aid Code Information and Authorized Amount Per Rate Structure sections on the “Kin-GAP EDBC Summary” page.

2.3.2 Program Configuration Override List Page (for KG) – Mockup

Program Configuration Override List

*- Indicates required fields

Save and Return Cancel

EDBC Override Reason: * New Policy

System Determination

EDBC Source Code: Online EDBC Rules

Aid Code: 4F - Kin-GAP (State)

Program Status: Active

Program Status Reason:

User Override

Aid Code: Clear

Program Status:

Program Status Reason:

Program Configuration

Note: Overridden rows are in bold.

Name	Role	Role Reason	Status	Status Reason
PERSON, TEST 11M	MEM		Active	

Override

Figure 2.3.1 – Program Configuration List Page (for KG)

Note: No page layout changes are being made. This mockup is included for reference only.

2.3.3 Description of Changes

1. Update “Program Configuration Override List” when it is accessed from the “Kin-GAP EDBC Summary” page so that when a worker selects an Aid Code and clicks Save and Return:
 - a. The Aid Code is updated on the FC_AID_CODE record(s) to display in the Aid Code Information section on the EDBC Summary page.
 - b. The Aid Code is updated on the EDBC_PERS_MISC record(s) to display in the Authorized Amount Per Rate Structure section on the EDBC Summary page.

Note: It is possible to have more than one row in these sections for a regular (i.e., non-Manual) EDBC if the rate changes mid-month, so saving the overridden aid code on this page should only update the Aid Code field and not make any changes to the dates.

2.3.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Run EDBC

2.3.5 Security Updates

N/A

2.3.6 Page Mapping

N/A

2.3.7 Page Usage/Data Volume Impacts

No impact to page usage. No impact to data volume.

2.4 Eligibility: Kin-GAP EDBC (Manual) Page

2.4.1 Overview

Add Aid Code Information and Authorized Amount Per Rate Structure sections to the "Kin-GAP EDBC (Manual)" page.

2.4.2 Kin-GAP EDBC (Manual) Mockup (partial)

The screenshot shows a web-based form titled "Reporting Configuration" with a sub-section "Aid Payment". The form contains several input fields for monetary values, a "Calculate" button, and a "Pay Code" dropdown. At the bottom, there are three fields: "Delivery Method" (set to Mail), "Immediacy Indicator" (set to Routine), and "Issuance Method" (set to Warrant). "Accept" and "Cancel" buttons are at the bottom right.

Aid Payment	
Rate Payment:	\$ 1,059.00
Special Care Increment:	+ 0.00
Infant Supplement Payment:	+ 0.00
Infant Supplemental Rate Supplement:	+ 0.00
County Authorized Allowance:	+ 0.00
Kidstep Supplement:	+ 0.00
Total Net Nonexempt Income:	- 0.00
Potential Benefit:	\$ 1,059.00
Previous Potential Benefit:	\$ 0.00
Overpayment Adjustment Amount	\$ 0.00
Authorized Amount	\$ 1,059.00
Overpayment	\$ 0.00

Pay Code: *

Delivery Method: * Mail Immediacy Indicator: * Routine Issuance Method: Warrant

Accept Cancel

Figure 2.4.1 – Kin-GAP EDBC (Manual) - Before

Reporting Configuration

Aid Code Information

Program Aid Code	Begin Date	End Date	Rate Structure *
4F - Kin-GAP (State)	07/01/2022		

Edit

Aid Payment

Rate Payment:	\$	1,059.00
Special Care Increment:	+	0.00
Infant Supplement Payment:	+	0.00
Infant Supplemental Rate Supplement:	+	0.00
County Authorized Allowance:	+	0.00
Kidstep Supplement:	+	0.00
Total Net Nonexempt Income:	-	0.00
Potential Benefit:	\$	1,059.00
Previous Potential Benefit:	\$	0.00
Overpayment Adjustment Amount	\$	0.00
Authorized Amount	\$	1,059.00
Overpayment	\$	0.00

Calculate

Pay Code:*

Delivery Method: *

Mail

Immediacy Indicator: *

Routine

Issuance Method:

Warrant

Authorized Amount Per Rate Structure

Aid Code	Auth Amount	Number of Days	Rate Structure
4F	\$1,059.00	31	

Accept

Cancel

Figure 2.4.2 – Kin-GAP EDBC (Manual) – After
(Note: Worker has not yet clicked Edit to select Rate Structure)

2.4.3 Description of Changes

1. Add a new Aid Code Information section below the Reporting Configuration section to display data from the FC_AID_CODE table.
 - a. This section will have the following read-only fields:
 - i. Program Aid Code
 - ii. Begin Date
 - iii. End Date
 - iv. Rate Structure (with required indicator)
 - b. No data will display in these fields until an Aid Code is selected on the Program Configuration List page.
 - c. The Edit button will only display when there is an Aid Code in this section.
 - d. Clicking Edit will navigate to a new “Kin-GAP Rate Structure Override Detail” page.

2. Add a new Authorized Amount Per Rate Structure section at the bottom of the page to display data from the EDBC_PERS_MISC table.
 - a. This section will have the following read-only fields:
 - i. Aid Code
 - ii. Auth Amount
 - iii. Number of Days
 - iv. Rate Structure
 - b. No data will display in these fields until an Aid Code is selected on the "Program Configuration List" page.
 - c. Data in this section will be refreshed when the Aid Code is changed on the "Program Configuration List" page, or updates are made to the dates or Rate Structure on the "Kin-GAP Rate Structure Override Detail" page, or when the Calculate button is clicked.
3. Add a new validation:
 - a. If Accept is clicked and Rate Structure in the new Aid Code Information section is blank, display the following message and remain on the page:

Rate Structure - A Rate Structure must be selected before accepting new changes.

- b. Clicking the Rate Structure hyperlink in the message moves focus to the Edit button in the Aid Code Information section.

Note: No additional validations need to be added because existing validations require the worker to select an Aid Code through Program Configuration before saving the KG Manual EDBC results.

2.4.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Manual EDBC

2.4.5 Security Updates

N/A

2.4.6 Page Mapping

1. Add page mapping for fields in the Aid Code Information section:
2. Add page mapping for fields in the Authorized Amount Per Rate Structure section:

2.4.7 Page Usage/Data Volume Impacts

No change in page usage. Additional EDBC_PERS_MISC records created.

2.5 Eligibility: Kin-GAP Rate Structure Override Detail Page

2.5.1 Overview

This new page allows workers to set the Rate Structure and update the Begin and End dates when creating a Kin-GAP Manual EDBC. This page is accessed by clicking the EDIT button in the new Aid Code Information section on the “Kin-GAP EDBC (Manual)” page after an Aid Code has been selected on the “Program Configuration List” page.

2.5.2 Kin-GAP Rate Structure Override Detail Mockup

The mockup shows a form titled "Kin-GAP Rate Structure Override Detail". At the top right are two buttons: "Save and Return" and "Cancel". The form contains three main fields: "Aid Code:" with the value "4F - Kin-GAP (State)", "Begin Date: *" with the value "07/01/2022" and a calendar icon, and "End Date:" with an empty field and a calendar icon. Below the "Aid Code:" field is a "Rate Structure: *" dropdown menu. The dropdown is open, showing options: "- Select -", "- Select -", "CCR", "ISFC", and "Non-CCR". At the bottom right are two more buttons: "Save and Return" and "Cancel".

Figure 2.5.1 – Kin-GAP Rate Structure Override Detail

The mockup shows the same form as Figure 2.5.1, but with a validation error. A red message "• Rate Structure - Field is required. Please enter a value." is displayed above the "Rate Structure: *" dropdown menu. The dropdown menu is now closed and shows the option "- Select -". The "Save and Return" and "Cancel" buttons are still present at the bottom right.

Figure 2.5.2 – Kin-GAP Rate Structure Override Detail
with Rate Structure validation

2.5.3 Description of Changes

1. This page will have a read-only Aid Code field that will display the Aid Code that was displayed in Aid Code information on the previous page when Edit was clicked.
2. This page will have editable Begin Date and End Date fields that will initially display the dates that were displayed in Aid Code information on the previous page when Edit was clicked. The date fields will have calendar date-pickers.
 - a. Begin Date is required.

- b. Both dates must be within the benefit month of the EDBC, although End Date can be blank/high-dated.
 - c. The Begin Date cannot be after the End Date.
- 3. This page will have a Rate Structure dropdown that will initially display the Rate Structure (if there was one) that was displayed in Aid Code information on the previous page when Edit was clicked.
 - a. The Rate Structure field is required.
 - b. The dropdown will display "-Select-" if no selection was made yet.
 - c. The dropdown will include values from the Rate Structure Code Table (CT 537):
 - i. CCR
 - ii. ISFC
 - iii. Non-CCR
- 4. Clicking "Save and Return" saves the data and returns the user to the "Kin-GAP EDBC (Manual)" page, updating the Aid Code Information and Authorized Amount Per Rate Structure sections with any updated values.
- 5. The following validations will display when Save and Return is clicked. Clicking the hyperlink in the message will move the cursor to the indicated field.

If no Rate Structure is selected:

Rate Structure - Field is required. Please enter a value.

If no Begin Date is entered:

Begin Date - Field is required. Please enter a value.

If the Begin Date is not in the EDBC benefit month:

Begin Date - The Begin Date must be in the same month as the EDBC

If the Begin Date is not a valid date:

Begin Date - Must be a valid calendar date and be in the form MM/DD/YYYY.

If the End Date is not a valid date:

End Date - Must be a valid calendar date and be in the form MM/DD/YYYY.

If the Begin Date is after the End Date:

End Date - The Begin Date cannot be after the End Date

The End Date can be blank/high-dated, but if the End Date is not in the EDBC benefit month and is not blank/high-dated:

End Date - The End Date must be in the same month as the EDBC or blank.

- 6. Clicking Cancel returns to the "Kin-GAP EDBC (Manual)" page without saving any changes.

2.5.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Manual EDBC

2.5.5 Security Updates

Security access will be the same as the Kin-GAP EDBC Page.

2.5.6 Page Mapping

Add page mapping for all new fields.

2.5.7 Page Usage/Data Volume Impacts

Volume is low. Additional FC_AID_CODE and EDBC_PERS_MISC records will be created.

2.6 Eligibility: Program Configuration Override List Page (for AAP)

2.6.1 Overview

AAP Regular EDBC: The “Program Configuration Override List” page is accessed from the “AAP EDBC Summary” page to override the Aid Code and other configuration details.

The page will be updated to save Aid Code selections so the updates will display in the Program Configuration, Aid Code Information, and Authorized Amount Per Rate Structure sections on the “AAP EDBC Summary” page.

2.6.2 Program Configuration Override List Page (for AAP) – Mockup

Program Configuration Override List

*- Indicates required fields

Save and Return Cancel

EDBC Override Reason: * New Policy

System Determination

EDBC Source Code: Online EDBC Rules

Aid Code: 03 - AAP-Fed

Program Status: Active

Program Status Reason:

User Override

Aid Code: 03 - AAP-Fed 04 - AAP-State 07 - AAP-Extended-Fed Clear

Program Status:

Program Status Reason:

Program Configuration

Note: Overridden rows are in bold.

Name	Role	Role Reason	Status	Status Reason
De Paula, Aden L. 7M	MEM		Active	

Override

Figure 2.6.1 – Program Configuration Override List Page (for AAP)

Note: No page layout changes are being made. This mockup is included for reference only.

2.6.3 Description of Changes

1. Update “Program Configuration Override List” when it is accessed from the “AAP EDBC Summary” page so that when a worker selects an Aid Code value and clicks “Save and Return”:
 - a. The Aid Code is saved to the EDBC and displays in the Program Configuration section on the EDBC Summary page.
 - b. The Aid Code is saved in the FC_AID_CODE table and displays in the Aid Code Information section on the EDBC Summary page.

- c. The Aid Code is saved in the EDBC_PERS_MISC table and displays in the Authorized Amount Per Rate Structure section on the EDBC Summary page.

Note: It is possible to have more than one row in these sections for a regular (i.e., non-Manual) EDBC if the rate changes mid-month, so saving the overridden aid code on this page should only update the Aid Code field and not make any changes to the dates.

2.6.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Run EDBC

2.6.5 Security Updates

N/A

2.6.6 Page Mapping

N/A

2.6.7 Page Usage/Data Volume Impacts

No impact to page usage. No impact to data volume.

2.7 Eligibility: Program Configuration List Page (for AAP)

2.7.1 Overview

AAP Manual EDBC: The “Program Configuration List” page is accessed from the “AAP EDBC (Manual)” page to set the Aid Code and other configuration details.

The page will be updated to save Aid Code selections so they will display in the Aid Code Information and Authorized Amount Per Rate Structure section on the EDBC Summary page. This prevents the worker from having to select the aid code more than once during a Manual AAP EDBC.

2.7.2 Program Configuration List Page (for AAP) - Mockup

Program Configuration List

*- Indicates required fields

Save and Return Cancel

System Determination

EDBC Source Code: Manual

Aid Code:

Program Status: Active

Program Status Reason:

User System Configuration

Aid Code:

Program Status:

Program Status Reason:

Clear

Program Configuration

Note: System determined rows are in bold after user edit.

Name	Role	Role Reason	Status	Status Reason
De Paula, Aden L. 7M	MEM		Active	

Edit

Figure 2.7.1 – Program Configuration List Page (for AAP)

Note: No page layout changes are being made. This mockup is included for reference only.

2.7.3 Description of Changes

1. Update “Program Configuration List” when it is accessed from the “AAP EDBC (Manual)” page so that when the worker selects an Aid Code value and clicks “Save and Return”:
 - a. The Aid Code is saved to the FC_AID_CODE record that displays in the Aid Code Information section and the EDBC_PERS_MISC record that displays in the Authorized Amount Per Rate Structure section on the EDBC Summary page, creating a new record if one doesn't exist yet.
 - b. The Begin Date and End Date on the FC_AID_CODE and EDBC_PERS_MISC record should be set to the Begin Date and End Date, respectively, of the EDBC.

2.7.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Run EDBC

2.7.5 Security Updates

N/A

2.7.6 Page Mapping

N/A

2.7.7 Page Usage/Data Volume Impacts

No impact to page usage. No impact to data volume.

2.8 Eligibility: AAP EDBC (Manual) Page

2.8.1 Overview

Remove the Add button from the Aid Code Information section on the “AAP EDBC(Manual)” page since aid codes will only be set on the “Program Configuration List” page.

2.8.2 AAP EDBC (Manual) page - Aid Code Information Section Mockup

Aid Code Information					
Program Aid Code *	Sub Type Code	Begin Date	End Date	Rate Structure	Overridden Aid Code
03 - AAP-Fed		08/01/2022		CCR	
					Edit
					Add

Figure 2.8.1 - Aid Code Information section – Before

Aid Code Information				
Program Aid Code	Sub Type Code	Begin Date	End Date	Rate Structure *

Figure 2.8.2 - Aid Code Information section – After
If no aid code selected yet on “Program Configuration List” page.

Aid Code Information				
Program Aid Code	Sub Type Code	Begin Date	End Date	Rate Structure *
03 - AAP-Fed		08/01/2022		
				Edit

Figure 2.8.3 - Aid Code Information section – After
When an Aid Code was selected on “Program Configuration List” page.

Aid Code Information				
Program Aid Code	Sub Type Code	Begin Date	End Date	Rate Structure *
03 - AAP-Fed		08/01/2022		CCR
				Edit

Figure 2.8.4 - Aid Code Information section – After
When an Aid Code was selected, and Rate Structure is set.

2.8.3 Description of Changes

1. Remove/hide the Add button.
2. Since there is no Add button, disable this validation when Accept is clicked on the EDBC:

- **Add - Program Aid code is required to save the ManualEdbc Detail Page.**

3. Only display the Edit button when there is an Aid Code present.
4. Remove the Overridden Aid Code column since it is unnecessary on a manual EDBC where there is no system-determined value to override.
5. Remove the required field indicator next to Program Aid Code since the field will now be populated on the "Program Configuration List" page.
6. Add a required field asterisk for Rate Structure.
7. Add a new validation when Accept is clicked and Rate Structure is blank:

Rate Structure - A Rate Structure must be selected before accepting new changes.

Clicking the Rate Structure hyperlink in the message moves focus to the Edit button if it is visible.

2.8.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Run EDBC

2.8.5 Security Updates

N/A

2.8.6 Page Mapping

N/A

2.8.7 Page Usage/Data Volume Impacts

No impact to page usage. No impact to data volume.

2.9 Eligibility: AAP Rate Structure Override Detail Page

2.9.1 Overview

"AAP Rate Structure Override Detail" page is accessed from the "AAP EDBC (Manual)" page by clicking Edit in the Aid Code Information section.

The Aid Code field on this page will be modified to be read-only since workers will be selecting the Aid Code on the "Program Configuration List" page.

2.9.2 AAP Rate Structure Override Detail Mockup

The mockup shows a form titled "AAP Rate Structure Override Detail". At the top right are two buttons: "Save and Return" and "Cancel". The form contains three main input fields: "Aid Code: *" with a dropdown menu showing "- Select -"; "Begin Date: *" with a text input field and a calendar icon; and "End Date:" with a text input field and a calendar icon. Below the "Aid Code" field is a "Rate Structure: *" dropdown menu with options: "- Select -", "- Select -", "CCR", and "Non-CCR". At the bottom right are two more buttons: "Save and Return" and "Cancel".

Figure 2.9.1 – AAP Rate Structure Override Detail - Before

The mockup shows the same form as Figure 2.9.1, but with data entered. The "Aid Code" field now displays "04 - AAP-State". The "Begin Date" field displays "08/01/2022". The "End Date" field is empty. The "Rate Structure" dropdown menu is still open, showing the same options: "- Select -", "- Select -", "CCR", and "Non-CCR". The "Save and Return" and "Cancel" buttons are still present at the top right and bottom right.

Figure 2.9.2 – AAP Rate Structure Override Detail - After

2.9.3 Description of Changes

1. Modify Aid Code to be a read-only field that displays the Aid Code from the Aid Code information section on the "AAP EDBC (Manual)" page where Edit was clicked. The date and Rate Structure fields should also display the corresponding values, if any, from the Aid Code information section on the "AAP EDBC (Manual)" page.
2. Remove the required indicator next to the Aid Code field.
3. The End Date can be blank/high-dated. Add the following validation if the End Date is not in the EDBC benefit month and is not blank/high-dated:

End Date - The End Date must be in the same month as the EDBC or blank.

Clicking the hyperlink in the validation message will move the cursor to the End Date field.

Note: All other validations will remain unchanged on this page. The existing validation that requires an Aid Code will no longer be needed since the field will always be populated when the page displays, but it does not need to be modified since the field is read-only.

2.9.4 Page Location

- **Global:** Eligibility
- **Local:** Customer Information
- **Task:** Manual EDBC

2.9.5 Security Updates

N/A

2.9.6 Page Mapping

N/A

2.9.7 Page Usage/Data Volume Impacts

No impact.

2.10 Automated Regression Test

2.10.1 Overview

Create new ART scripts to confirm the changes in this SCR.

2.10.2 Description of Change

Confirm the changes made to the following.

1. Foster Care Aid Code Override Detail
2. Kin-GAP and AAP EDBC (Manual and Regular)
 - a. Program Configuration List
 - b. Program Configuration Override List
 - c. Aid Code Information
 - d. Authorized Amount Per Rate Structure
 - e. Rate Structure Override Detail



Case Data Removal

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Case Data Removal Strikeforce
	Reviewed By	Deb Saha, Frederick Gains, Henry Arcangel, Kristin Pepper, Don Coffey

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/23/2020	1.0	Initial Revision using CA-208415 Draft document as a starting point	Chris Paige
7/29/2020	1.1	Modify for Epic 1	Inder Kainth
8/17/2020	1.2	Modify for Epic 1	Evan Orman
8/17/2020	1.3	Modify for Epic 1 Sprint 1 Batch Program Design	Inder Kainth
8/17/2020	1.4	Updated Section 2.0	Pradeep Goel
8/19/2020	1.5	Added rule IPV type and program codes to section 2.3.2	Michael Wright
8/19/2020	1.6	Modified document to just cover overview and the details of what is being implemented in Sprint 1	Chris Paige
8/21/2020	1.7	Modified document to contain the Overall SCR and Sprint SCR information in the last section	Michael Wright
8/28/2020	1.8	Added each Case Data Removal Status to section 2.1.1	Michael Wright
9/10/2020	1.9	Updated for Case Data Removal Report Layout and Run Information	Inder Kainth
9/10/2020	1.10	Updated Upcoming Sprint features and removed all CR references from Supporting Documents section	Michael Wright
9/15/2020	1.11	Replaced 'Purge' with 'Data Removal' where applicable	Michael Wright
9/17/2020	1.12	Updated document based on review with Deb and Don	Chris Paige
9/30/2020	1.13	Updated document to contain Sprint 3 features	Michael Wright
10/2/2020	1.14	Addressed feedback from Consortium/QA Reviews	Chris Paige
10/8/2020	1.15	Updated entire list of Time Limit forms to retain	Michael Wright
10/21/2020	1.16	Updated document to contain Sprint 4 features	Pradeep Goel
11/10/2020	1.17	Updated document to contain Sprint 5 features	Michael Wright
11/30/2020	1.18	Updated document to contain Sprint 6 features	Michael Wright

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
1/4/2021	1.19	Updated document to contain Sprint 7 features	Michael Wright
1/5/2021	1.20	Added technical section	Pradeep Goel
1/26/2021	1.21	Updated document to contain Sprint 8 features	Michael Wright
2/16/2021	1.22	Updated document to contain Sprint 9 features	Michael Wright
2/17/2021	1.23	Update document for Sprint 9 features (Document Removal/Reports Update)	Chris Larson
3/10/2021	1.24	Update Document to contain Sprint 10 features and refactors.	Chris Larson
3/31/2021	1.25	Updated document to contain Sprint 11 Technical section updates	Michael Wright
4/2/2021	1.26	Added completion report and updated document removal.	Chris Larson
4/14/2021	1.27	Finalized document to add to Shell SCR	Michael Wright
6/1/2021	1.28	Updated document to include new CalSAWS porting SCRs and Sprint 1 features	Michael Wright
8/30/2021	1.29	Updated document to include new tables to delete from per CalHEERS SCR scope changes	Michael Wright
11/17/2021	1.30	Updated document with CalSAWS Porting Sprint 1 changes	Michael Wright
12/8/21	1.31	Updated document with CalSAWS Porting Sprint 2 changes	Michael Wright
12/16/21	1.32	Updated document with CalSAWS Porting Sprint 3 changes	Michael Wright
1/5/22	1.33	Updated document with CalSAWS Porting Sprint 4 changes	Michael Wright
1/10/22	1.34	Updated document with CalSAWS Porting Sprint 5 changes	Michael Wright
2/2/22	1.35	Updated document with CalSAWS Porting Sprint 6 changes	Michael Wright

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/9/22	1.36	Updated Shell Case section 2.1.1.2 with new CalSAWS Time Limit related Documents	Michael Wright
3/17/22	1.37	Updated document with CalSAWS Porting Sprint 7 and 8 changes	Michael Wright
6/22/2022	1.38	Added section for CalHEERs linking flow. Updated Remove Images section	Chris Larson

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1 OVERVIEW

California county welfare departments are generally governed by the Code of Federal Regulations (CFR) and State of California Welfare and Institutions (W&I) Code. In addition, the Department of Health Care Services and California Department of Social Services publish All County Welfare Directors Letters (ACWDLs), All County Letters (ACLs), and the CDSS Manual of Policies and Procedures (MPP) to give counties added guidance to meet regulations. The CalSAWS Data Retention Policy pertains to the data related to the eligibility programs administered by the Counties and stored within the CalSAWS systems. This data retention policy was approved by Project Steering Committee members during the September 19, 2019 PSC meeting. This approval can be found in the following [Approved Meeting Minutes](#).

The Case Data Removal feature for CalSAWS will first be implemented for the C-IV System. This will be done using the Agile methodology. This design document will be updated as features are deployed to Production at the conclusion of each of our planned three-week Sprints.

1.1 Current Design

Case and Person level data is currently retained indefinitely within both the LRS/CalSAWS System and the C-IV System.

1.2 Requests

The following are the case record retention guidelines as approved by the Consortium:

- Identify and remove appropriate data from cases which have been closed for 6 years or more.
- There are multiple exceptions to the 6-year rule:
 - Retain cases that currently have open recovery accounts
 - Retain cases associated with a Special Investigation, Criminal, or Civil Litigation record for three years after the final claim is submitted for federal reimbursement.
 - Retain all cases that include one of the following programs, regardless of status:
 - Adoptions Assistance
 - Child Protective Services
 - Foster Care
 - Kin-GAP
 - Retain all cases currently under Federal, State, or County Audit until the audit(s) have been resolved.
 - Retain all cases that included an Intentional Program Violation
- Warrant Register data will be retained indefinitely (as will all Scheduled Reports).
- Each case with removed data will remain in the System as a Shell Case. See Section 2.1.1 for details on what data will be retained in Shell Cases.

- Case data removal is permanent. Once a case has been purged, there will be no mechanism for retrieval of data removed from the System. I.e., Case Data Removal is NOT an Archive capability.
- Migration DDID 2261 ("The CONTRACTOR shall configure the imaging solution to permanently delete documents based on the approved CalSAWS Software document retention policies for all 58 Counties.") is in scope for this effort.

1.3 Overview of Recommendations

The following is a high-level overview of the features that will be implemented as part of the Case Data Removal functionality:

- Create a new page in the system for users to view the current dispensation of a Case with regards to whether it is eligible for Removal. This determination would likely be implemented as a batch job (frequency TBD)
- Create a report to show summary and detail information regarding Cases identified for Removal.
- Create a capability for users to override the Removal decision made by the user. This would also require the user to document a Reason for their override.
- Create a report for supervisors to see lists of Cases that have had their Purge decision overridden.
- Develop a series of batch processes responsible for removing branches of the CASE and PERS tables. PERS records would only be removed when the PERS was only associated to Removable Cases. The current target date for running the Data Removal batch jobs in the C-IV System is April 16, 2021. The CalSAWS Identification batch is expected to run in March of 2022 and the Data Removal batch jobs will run in July of 2022.
- Remove Case and Person documents stored in the Document Storage system (Alfresco for C-IV, AWS S3 for CalSAWS) for each Removed Case/Person
- Remove Images from the imaging system for each removed case. The one exception is we will retain any Image with a Document Type = Time Limits.

1.4 Assumptions

- The ICT tables are not in scope for this effort as they do not have CASE as a parent table. I.e., Any removal of ICT data would be separate from the Case Data Removal.
- The Removal feature for CalSAWS will first be implemented for the C-IV System. This will be done using the Agile methodology. This design document will be updated as features are deployed to Production at the conclusion of each of our planned three-week Sprints.
- Once the entire Removal feature has been implemented for the C-IV System, we will have a Planning Sprint to determine the necessary modifications to port this functionality to the CalSAWS System

- CalWIN data retention is being implemented by DXC as part of Conversion and will be applied during each CalWIN Wave. The two teams are periodically checking in with each other to make sure both teams are on the same page with regards to overall approach.
- The contents of the CASE_PURGE and RPT_CASE_PURGE tables will be converted from C-IV to CalSAWS as part of the overall Migration conversion effort.
- CalSAWS legal counsel has reviewed details associated with the ongoing county litigation related to opioid addiction and found no impact to the current CalSAWS data retention policy.

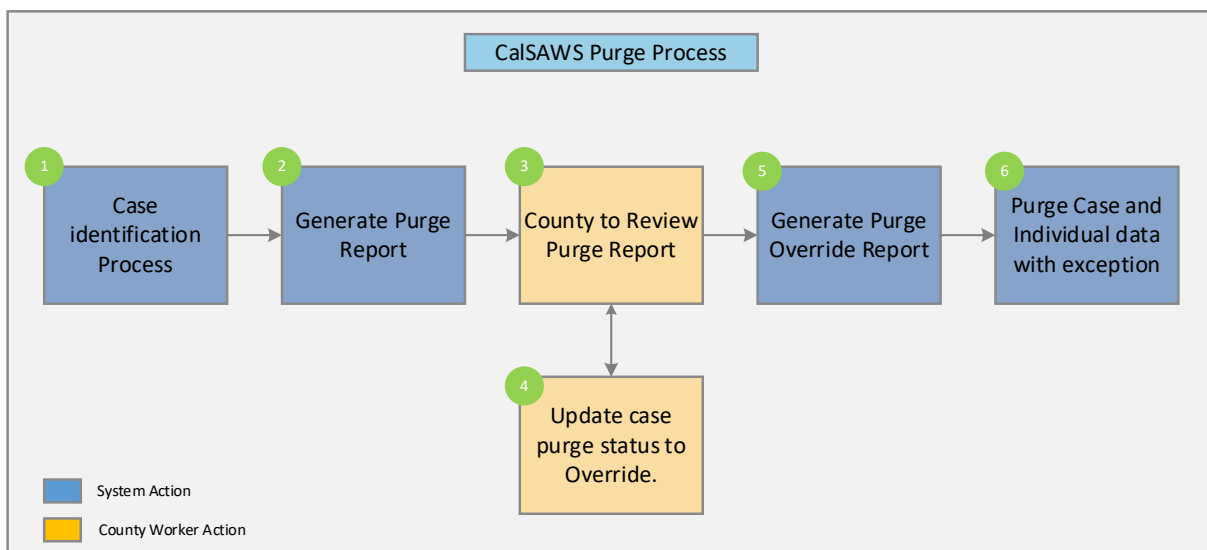
2 PROPOSED SOLUTION

2.1 Case Data Removal Process Overview

The removal process will remove dormant data that falls outside of the retention guidelines approved by the Consortium, leaving behind a shell case for those that have been removed. Initially, this process will be built for the C-IV System, given the direct impacts to C-IV conversion cutover activities and the length of time that C-IV has existed (since 2004 for the original four C-IV counties). Future sprints will then transform what was built for C-IV to work in the CalSAWS system, where it will run on some (undetermined) regular schedule as part of the ongoing operations of that System.

2.1.1 Case Data Removal

The following diagram defines the high-level 6-step process to remove a Case in the System:



Step 1: Identify a list of removable cases based on the approved retention rules. The details of the case selection criteria are defined in Epic 1 of this document.

Step 2: Generate a report containing list of removable cases selected in step 1 for the counties to review.

Step 3: Counties to review the list and perform step 4 (as needed).

Step 4: If the case needs to be excluded from the remove process, users with appropriate security rights will be able to override this decision

Step 5: Generate a report containing a list of overridden cases. This list will be excluded from the Case Data Removal process.

Step 6: Execute Case Data Remove processes to delete data from database tables following the approved retention rules.

2.1.1.1 CalSAWS Application Case Data Removal Status

Identified: The Case has been identified as one that will have data removed from the System per Data Retention Policies

In Process: The removal of data for this case has begun

Override: Someone has decided to override the System's automated decision to removal this Case's data. The reason for this override will also be captured

Complete: Data has been removed. This is now a Shell Case

2.1.1.2 Shell Case

While most of the case and individual data will be removed from the database tables, certain information related to the case and the individuals will be retained in the system. This information is called a shell case and will include the following:

- 1) Serial Number and Case Name will remain unchanged
- 2) The "All People Associated With the Case" section of the Case Summary page will be retained.
- 3) Case Confidentiality
- 4) Companion Case relationship
- 5) Journal Entries (stored as a PDF attached to the case)
- 6) Issuance History (stored as a PDF attached to the case)
- 7) ADDR and PERS_ADDR table data will be retained.
- 8) Time Limit data for all people associated to the case. This will include the following forms:

Form Number	Form Name
-------------	-----------

ABP 154	General relief opportunity for work (grow) business specialist referral
ABP 821	GROW Case Manager Checklist
CF 377.11	CalFresh Time Limit Notice Failure to Meet the ABAWDs Work Requirement
CF 377.11A	CalFresh Time Limit Notice for Expiration of Three Consecutive Months for ABAWDs
CF 377.11B	CalFresh Countable Month Letter
CF 377.11C	CalFresh Time Limit for ABAWDs
CF 377.11D	CalFresh Discretionary Exemption for Able-Bodied Adults Without Dependents (ABAWD)
CF 377.11E	CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form
CW 2103	Reminder For Teens Turning 18 Years Old
CW 215	Notification Of Intercounty Transfer
CW 2166	Work Pays Notice
CW 2184	CalWORKs 48 Month Time Limit
CW 2186A	CalWORKs Time Limit Exemption Request
CW 2186B	CalWORKs Time Limit Exemption Determination
CW 2187	Your CalWORKs 48 Month Time Limit
CW 2187	YOUR CalWORKs 60-Month Time Limit
CW 2188	Verification of Aid for the TANF Program
CW 2189	Notice of Your CalWORKs Time Limit at 42nd Month On Aid
CW 2190A	CalWORKs 48-Month Time Limit Extender Request Form
CW 2190A	CalWORKs 60-Month Time Limit Extender Request Form
CW 2190B	CalWORKs 48-Month Time Limit Extender Determination Denial Form
CW 2190B	CalWORKs 60-Month Time Limit Extender Determination Form
CW 2191	Time on Aid Verification for CalWORKs 48-Month / TANF 60-Month Time Limits
CW 2192	Tracking Non-California TANF Assistance for the Time Limits
CW 2198LA	CW 2198 Approve: Domestic Waiver
CW 2199	CalWORKs/WELFARE-TO-WORK DOMESTIC VIOLENCE WAIVER REQUEST
CW 2208	Your Welfare-To-Work 24-Month Time Clock
CW 61	Medical Report
CW TL A979I	CW Time on Aid at 42 and 46 Months (We Exemptions-Non Child Support)
CW TL A980I	CW Time on Aid at 42 and 46 Months (CW TL Child Support Exemptions)
CW TL A981I	CW Time on Aid between 42 and 46 Month (No Exemptions)
GEN 107	Message From The County
GN 6142	Welfare-to-Work Grant Program Certification Form (3/10)

GN 6186	CalWORKs 48-Month time Limit Review Worksheet
GN 6188	Time Limit Review/time Limit Extension Request Gram
GN 6333	Notice of Termination of Post-Time Limit Services
GN 6334	Post Time Limit Services Activity Agreement
GN 6376	48-Month Time Limit Extender Checklist
GN 6380	VERIFICATION REQUEST: CalWORKs Parent with DCFS Family Maintenance Case Plan
M40-107D	Time on Aid To Former CalWORKs Recipient
M40-181A	Notice of Action - CalWORKs TERMINATION
NA 1276	Welfare-to-Work 24-Month Time Clock Limit Notice
NA 820	Approval of Transportation
NA 840	Sanction / Removal from Aid of Participant Notice
NA 845	Removal of Second Parent Notice
PA 2020	Diversion Agreement
PA 2124	Emergency Assistance to Prevent Eviction & Moving Assistance Programs Application
PA 4026	Time Limit Inquiry Request
PA 6012	4 Month Rental Subsidy Assistance Application
PA 6056	Temporary Homeless Assistance Program (THAP 14_Application)
PLAN 106 CIV	Family Plan
PLAN 112 CIV	Care of a Household Member Verification
TEMP CW 2186A	CalWORKs Time Limit Exemption Request
TEMP WTW EOA	CalWORKs Educational Opportunity and Attainment Program
WTW 2	Welfare-to-Work Activity Assignment
WTW 38	Welfare-to-Work 24-Month Time Clock Notice
WTW 43	Notice Of Your Welfare-To-Work (WTW) 24-Month Time Clock Ending Soon
WTW 44	Welfare To Work (WTW) 24-Month Time Clock Extension Request Form
WTW 45	Welfare To Work (WTW) 24-Month Time Clock Extension Determination
WTW 46	End Of Welfare-To-Work 24-Month Time Clock Review Appointment Letter
WTW 5	Welfare To Work Program Notice
WTW EOA1	CalWORKS Educational Opportunity and Attainment (EOA) Program Application Form
WTW EOA3	CalWORKS Educational Opportunity and Attainment (EOA) Program Deny Form

The following tables under the CASE and PERS Trees will be retained during the Data Removal process:

CASE TABLES NOT BEING DELETED

CASE_PERS
COMPAN_CASE
CONFID
CONFID_DETL
CS_COLLECT
CS_OUT_TRANSACT
CS_OUT_TRANSACT_DETL
FIN_MNL_REQ
RECOV_ACCT_RESP_PARTY
RECOV_ACCT_RESP_PARTY_AGGR
RECOV_ACCT_RESP_PARTY_DETL
REPAY_TERM
REPAY_TERM_DETL
RP_PROSECTN
RP_PROSECTN_AGGR
RP_PROSECTN_DETL
RP_SMALL_CLAIMS
RP_SMALL_CLAIMS_AGGR
RP_SMALL_CLAIMS_DETL
TIME_LIMIT_AID
TIME_LIMIT_AID_DETL
TIME_LIMIT_DETL
TL_AID_CASE_TRANSACT
TL_AID_CS_COLLECT_XREF
TO_DO_LIST

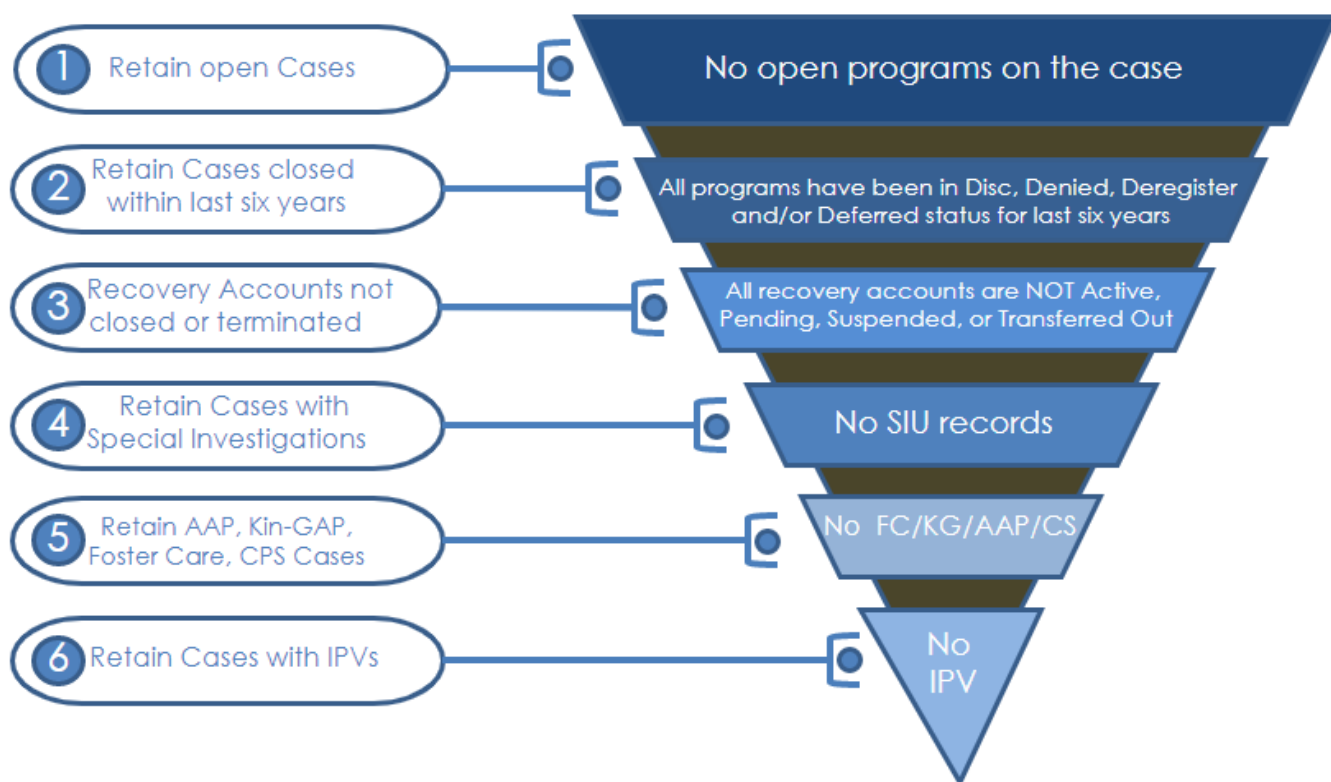
PERS TABLES NOT BEING DELETED
C4Y_PERS
CASE_PERS
CITZ
CITZ_PERS_DETL
DUPL_PERS
FIN_MNL_REQ
OTHER_PGM_ASSIST
OTHER_SSN
PERS_ADDR
PERS_RELSP
RECEIPT
RECOV_ACCT_RESP_PARTY
RECOV_ACCT_RESP_PARTY_AGGR
RECOV_ACCT_RESP_PARTY_DETL
REPAY_TERM

REPAY_TERM_DETL
RES
RP_PROSECTN
RP_PROSECTN_AGGR
RP_PROSECTN_DETL
RP_SMALL_CLAIMS
RP_SMALL_CLAIMS_AGGR
RP_SMALL_CLAIMS_DETL
TIME_LIMIT
TIME_LIMIT_CASH_AID
TIME_LIMIT_CLOCKS
TIME_LIMIT_DETL
TIME_LIMIT_DIVERSN
TIME_LIMIT_EXCEPT
TIME_LIMIT_NON_CAL
TIME_LIMIT_NON_CAL_EXCEPT
TIME_LIMIT_PGM_PARTICPTN
VITAL_STAT
VITAL_STAT_BIRTH_CERT
VITAL_STAT_DOC
VITAL_STAT_REQ
VITAL_STAT_SENT
VLP_CASE_PERS
WDTIP_NON_CAL_PARTICPTN
WDTIP_PGM_EXCEPTION

2.2 Case Data Removal Identification

2.2.1 Overview

A batch job will identify cases eligible for removal based on the approved record retention guidelines:



2.2.2 Rules:

Case must meet **all** the following criteria in order to be considered removable:

- The Case must have no open programs
- All programs on the Case must be closed for more than six years. A program is defined as Closed if it is in one of the following statuses:
 - Discontinued (DS)
 - Denied (DE)
 - Deferred (DF)
 - Deregistered (DG)
- If the Case has any recovery accounts, they must all be Closed. Open recovery accounts are defined as any that are currently in one of the following statuses:
 - Active (AC)
 - Transferred Out (TO)
 - Pending (PE)
 - Suspended (SU)
 - Uncollectible (UF)
 - Pending Agreement (PA) (CalSAWS Only)
 - Pending Approval (AP) (CalSAWS Only)
- If the Case has a recovery account in a status representing Closed, but has a Recovery Account balance, it will not be Identified for purge. Similarly, cases with Recovery Accounts that are in "Uncollectible" status will not be identified for purge.

- The Case cannot have any Special Investigation records (regardless of the status of those investigations).
- The Case cannot contain any of the following programs, regardless of status:
 - Foster Care (FC)
 - Kin-GAP (KG)
 - Adoption Assistance (AA)
 - Child Protective Services (CPS)
- The Case cannot have an open Federal or State audit. Federal/State audits are conducted within the first two years of Case closure and it may take up to a year to complete the investigation. Therefore, selecting cases that are closed for more than six years covers this rule without any additional automation.

Please Note there are multiple types of audits that can be conducted on a case; and not every audit is necessarily captured in Cal SAWS. This could end up being a potential Override reason when that functionality is designed.

- The Case cannot have any Intentional Program Violations. The following types of IPV sanctions are considered:
 - Child Support IPV (06)
 - Cal Fresh IPV (24)
 - General Assistance IPV (29) (CalSAWS Only)

2.2.3 Case Data Removal Identification Report

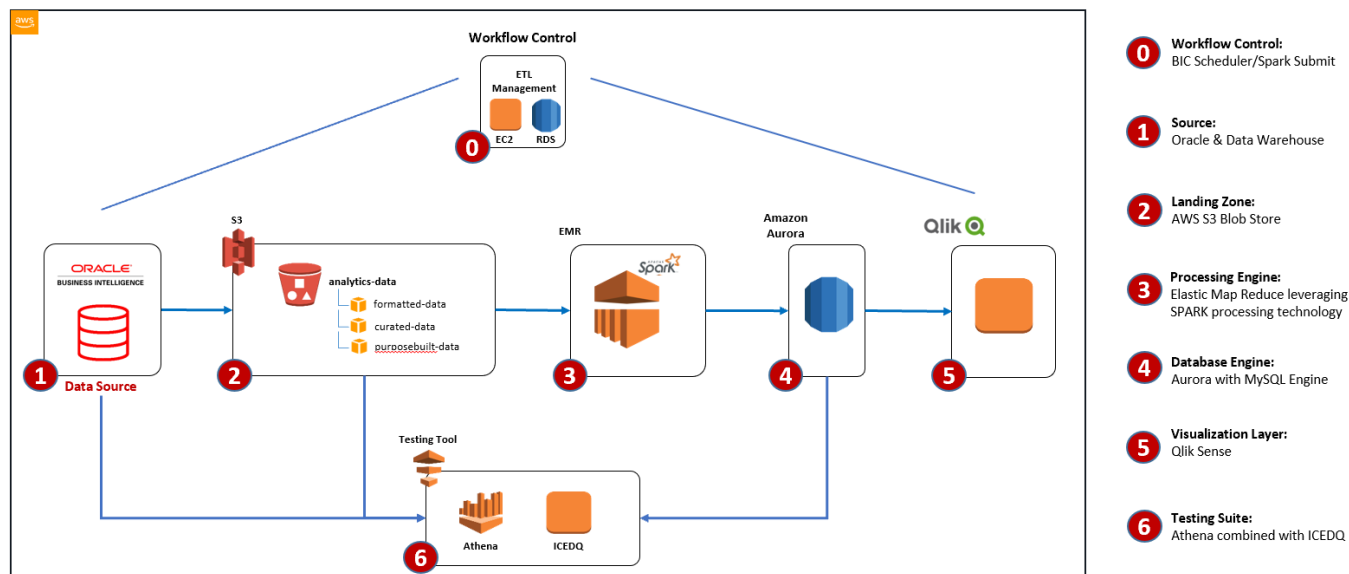
The purpose of this report is to provide counties a list of which cases have been identified by the System as those that will have data removed during the next deletion batch run. The Report will be split into multiple sheets per County. Some highlights of items included in this report:

- Identification Date is the date the Case was selected for removal having met all the requirements outlined above.
- Closure Month represents the month the case program was closed (i.e., Denied, Discontinued, Deregistered, or Deferred).
- When possible, the Aid Code for the program in question will be displayed on the Report. This column is populated using the same method as the Aid Code that is displayed on the Case Summary page. For example, Medi-Cal aid codes exist at the person level and are not displayed on the Case Summary page. The same is true this report: All MC programs listed on the report will have the Aid Code blank.
- Recovery Account Closure Date reflects the latest Closed status date of any recovery accounts associated to the purged case.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Identification Report'

For our Sprint 5, 22.03 release, we converted the BI Publisher Reports to Qlik, using the AWS Analytics Architecture framework. The following describes the basics of how this

framework is used for the processes behind generating the Case Data Removal Identification, Override and Completion Reports.



Each report uses analytics formatted data where there isn't a need to run predecessor sweep jobs for a reporting table. Unlike the data warehousing, S3 allows the storage of data in its raw, unstructured format. By removing the relationship between data entities, such as a key:value pair, you remove the pre-conceived notion that a relationship between data has value. The above procedures 1 – 5 are leveraged to production the Qlik report versions in process number 5. A generated sample of the Case Data Identification Report in Qlik is captured below.

A	B	C	D	E	F	G	H	I
CalSAWS Case Data Removal Identification Report Napa Run Date: FEB-03-22 09:00 AM Report Month: 06/2021								
							Row Count	Case Count
							559	186
Case Number	Case Name	Program	Aid Code	Status	Closure Month	Recovery Account Closure Date	Primary Applicant	Identification Date
0071025	Case Name	Welfare to Work	-	Deregistered	06/24/2003	-	OSWALD, MILLARD	09/11/2020
0081802	Case Name	Welfare to Work	-	Deregistered	10/01/2002	-	AKEMAN, LARHONDA	09/11/2020
0099694	Case Name	Welfare to Work	-	Deregistered	08/19/2004	-	ABERDEEN, MILLARD	09/11/2020
0118716	Case Name	Welfare to Work	-	Deregistered	09/25/2006	04/11/2013	PLYMPTON, TERENCE	09/11/2020
0087920	Case Name	Welfare to Work	-	Deregistered	02/28/2006	-	BURR, EDWIN	09/11/2020
0090064	Case Name	Welfare to Work	-	Deregistered	05/21/2002	06/12/2012	OWEN, GERMAINE	09/11/2020
0076223	Case Name	CalFresh	33 - CW-Zero Parent (Fed)	Discontinued	08/01/2010	-	BRISTED, TERENCE	09/11/2020
0076223	Case Name	CalWORKs	33 - CW-Zero Parent (Fed)	Discontinued	08/01/2010	-	BRISTED, TERENCE	09/11/2020
0076223	Case Name	Medi-Cal	-	Denied	10/01/2010	-	BRISTED, TERENCE	09/11/2020
0082787	Case Name	Welfare to Work	-	Deregistered	10/31/2006	-	SKIDMORE, MARQUITTA	09/11/2020
0082787	Case Name	Medi-Cal	-	Discontinued	10/01/2010	-	SKIDMORE, MARQUITTA	09/11/2020
0082787	Case Name	CalFresh	09 - CalFresh	Discontinued	10/01/2010	-	SKIDMORE, MARQUITTA	09/11/2020
0099764	Case Name	Welfare to Work	-	Deregistered	11/01/2000	-	Conway, Althea	09/11/2020
0114636	Case Name	CalFresh	09 - CalFresh	Denied	09/01/2011	-	BLAIR, MARGOT	09/11/2020
0107247	Case Name	Medi-Cal	-	Discontinued	09/01/2009	-	GRIFFITH, SHELLEY	09/11/2020
0107247	Case Name	CalFresh	09 - CalFresh	Discontinued	09/01/2009	-	GRIFFITH, SHELLEY	09/11/2020
0107247	Case Name	CalWORKs	33 - CW-Zero Parent (Fed)	Discontinued	09/01/2009	-	GRIFFITH, SHELLEY	09/11/2020
0107247	Case Name	CalFresh	0F - TCF	Discontinued	02/01/2010	-	GRIFFITH, SHELLEY	09/11/2020
0107888	Case Name	CalFresh	0F - TCF	Discontinued	01/01/2012	-	WINCHCOMBE, MAURICIO	09/11/2020
0107888	Case Name	Welfare to Work	-	Deregistered	05/31/2005	-	WINCHCOMBE, MAURICIO	09/11/2020

The Analytics Batch jobs used to generate all three Case Data Removal Reports will be scheduled into the Reporting Scheduler tool for the 11th business date of each month and include the following:

[B_MTHLY11D-NEW_FOLDER_MAIN_BATCH_CREATION.sdms](#)
[Dependency_new_folder.sdms](#)
[Scale Down dependency.sdms](#)
[AN_INGEST_DLYBATCH_PR_LRS_CASE_PURGE.sdms](#)
[AN_CURATION_REPORTS_CASE_PURGE_IDENTIF_REPORT.sdms](#)

2.2.4 [AN_CURATION_REPORTS_CASE_PURGE_OVERRD_REPORT.sdms](#)Batch Jobs

A new process (PB00P800) will be created to identify cases that can have data removed . This module will search the CalSAWS database to identify data removal cases and insert into the purge table with an initial status of 'Identified'.

- A new database table called CASE_PURGE will store the case ID and purge status, along with other information required for auditing and reporting.
- A new batch process (PB00P800) will execute the core SQL to identify cases and insert them into the purge table.
- After the PB00P800 is executed, the Report Load Analytics procedures will run on their scheduled monthly dates To generate the Case Data Removal Identification Report for all CalSAWS Counties.

2.2.5 Batch job Schedule

The present run frequency for the Case Data Removal Identification Reporting processes is monthly on the 11th business day of each month.

2.2.6 Restart Logic

See section 2.5.6

2.3 Case Data Removal Override

2.3.1 Case Data Removal Override Report

The purpose of this report is to provide counties a list of which cases have been overrode by users. The report will also display the Override Reason of why these cases should not have any case data removed on them. This report will contain each column contained in the Identification reports with three additional columns. The following bullets detail each of the additional columns on the Override report:

- Override Reason represents the reason for the Override, based on the agreed upon set of reasons across each County. These reasons are all situations that cannot be automatically identified by the System.
 - The current Override reasons:
 - Board of Supervisors Decision
 - Fraud Investigation
 - Hearing/Court Order
 - Pending Litigation
 - Under QA/QC Review
- Override Date represents the date the County Staff member switched the Data Removal Status from Identified to Override on the Case Data Removal detail page.
- Worker ID represents the ID of the County Staff member that switched the status from Identified to Override on the Case Data Removal detail page.
- Recovery Account Closure Date reflects the latest Closed status date of any recovery accounts associated to the purged case.

Note: CalWIN Counties have requested to add the "Fraud Investigation" Override Reason to track any type of fraud investigation cases and flag them in order to prevent them from being removed through our case data removal process.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Override Report'

CalSAWS Case Data Removal Override Report											
Napa											
Run Date: FEB-03-22 08:36 AM											
Report Month: 07/2021											
										Row Count	Case Count
										5,522	1,368
Case Number	Case Name	Program	Aid Code	Status	Closure Month	Primary Applicant	Identification Date	Recovery Account Closure Date	Override Reason	Override Date	Worker ID
0132052	Case Name	CalWORKs	30 - CW-All Other Families (Fed)	Denied	07/01/2009	BOSTWICK, EUGENE	09/11/2020	-	Under QA/QC Review	04/06/2021	-
0132052	Case Name	Medi-Cal	-	Discontinued	06/01/2011	BOSTWICK, EUGENE	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	CalFresh	09 - CalFresh	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Medi-Cal	-	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Welfare to Work	-	Deregistered	08/01/2010	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	CalWORKs	30 - CW-All Other Families (Fed)	Discontinued	01/01/2011	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2001419	Case Name	Immediate Need	-	Discontinued	06/01/2010	BARD, AZUCENA	09/11/2020	-	Under QA/QC Review	04/06/2021	-
0117731	Case Name	Immediate Need	-	Discontinued	05/01/2011	Ogden, Andre	09/11/2020	-	Under QA/QC Review	04/06/2021	-
2005243	Case Name	Immediate Need	-	Discontinued	12/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	CalFresh	-	Denied	11/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	CalWORKs	35 - CW-Two Parent (Fed)	Denied	11/01/2011	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-
2005243	Case Name	Medi-Cal	-	Discontinued	05/01/2013	OCKLEY, SHIELA	09/11/2020	-	Under QA/QC Review	04/07/2021	-

2.3.2 Batch Jobs

The batch job (PB00P800) identifies cases that can be removed. This module will search the C-IV database to identify data removal cases and insert into the purge table with an initial status of 'Identified'

- The CASE_PURGE table will store the case ID and purge status, along with other information required for auditing and reporting.
- The batch job (PB00P800) will execute the core SQL to identify cases and insert them into the CASE_PURGE table.
- After the PB00P800 is executed, the Report Load Analytics procedures will run on their scheduled monthly dates to generate both the Case Data Removal Identification and Override Reports for all CalSAWS Counties.

2.3.3 Batch job Schedule

Specifics related to run frequency and schedule date/time will be determined during a later phase of the project. The present run frequency for the Case Data Removal Identification and Override Reporting processes is monthly on 11th business day of each month. Initially, the Case Identification batch will run in April of 2022 and all future runs will be determined at a later date (no earlier than the first run of the Deletion batch, which is currently targeted for August of 2022).

2.3.4 Restart Logic

See section 2.5.6

2.4 Case Data Removal Online Page changes

2.4.1 Case Summary Page updates

For cases that have been identified for Case Data Removal only, the Case Summary page will now show Case Data Removal Status changes as we progress from Identified to Complete in the deletion process.

Case Data Removal Status:

- **Identified:** The Case has been identified as one that will have data removed from the System per Data Retention Policies
- **In Process:** The removal of data for this case has begun. This status will only be set once the Case Data Removal process has started on the case through the deletion batch process. Once this Status has been set, the user cannot Override it.
- **Override:** Someone has decided to override the System's automated decision to remove this Case's data. The reason for this override will also be captured.

- Please reference section 2.3.1 for the listing of current Override Reason Codes.
- **Complete:** Data has been removed. This is now a Shell Case. This status will only be set once the Case Data Removal process has completed on the case through the deletion batch process. Once this Status has been set, the user cannot Override it.

2.4.2 Case Data Removal Status on Case Summary Page

The C-IV Case Summary page will now show a Case Data Removal Status, which will be a hyperlink to display the current status in the Case Data Removal process. This link will also take you to the Case Data Removal Detail page when clicked.

The following image represents the Identified Data Removal Status on the Case Summary page for a County Staff member that does not have rights to edit the Data Removal Status.

The screenshot displays the CalSAWS Case Summary page. The top navigation bar includes the CalSAWS logo, case information fields, and links for Journal, Tasks, Help, Resources, Page Mapping, Imaging, and Log Out. The left sidebar lists various case management functions. The main content area is titled 'Case Summary' and includes buttons for Images, Capture, and Generate Coversheet. The case details section shows the Case Name as 'County', Case Number as 'Riverside', Data Removal Status as 'Identified', and Identification Date as '02/15/2022'. Below this is a 'Companion Cases' section with a table for Case Number and Case Name, and a 'Self-Service Portal' section with a 'Display' field and a 'View' button. At the bottom, there are expandable sections for CalWORKs, CalFresh, and CFET.

The following image represents the Identified Data Removal Status on the Case Summary page for a County Staff member that has rights to edit the Data Removal

Status. The Case must also have a removal status of 'Identified' or 'Override' for this Edit button to appear.

The screenshot displays the CalSAWS Case Summary page. The header includes the CalSAWS logo, user information (Riverside SYS4), and navigation links (Journal, Tasks, Help, Resources, Page Mapping, Imaging, Log Out). The main navigation bar lists various case management functions. The left sidebar contains a list of search and summary options, with 'Case Summary' highlighted. The main content area shows the 'Case Summary' for a specific case. It includes fields for Case Name, County (Riverside), Data Removal Status (Identified), and Identification Date (02/15/2022). There is an 'Edit' button next to the Data Removal Status. Below this, there is a section for 'Companion Cases' with a table showing Case Number and Case Name, and an 'Add' button. Further down, there is a 'Self-Service Portal' section with a 'Display' dropdown and a 'View' button. At the bottom, there are sections for 'CalWORKs', 'CalFresh', and 'CFET'.

The following image represents the Override Data Removal Status on the Case Summary page for a County Staff member that has rights to edit the Data Removal Status. The Case must also have a removal status of 'Identified' or 'Override' for this Edit button to appear.

CalSAWS

Case Name: Case Name

Case Number:

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

Riverside SYS4

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Child Support Collections

Time Limit Aid Summary

Case Flag

Legacy Case

Confidentiality

ICT Summary

Case Summary

Images

Capture

Generate Coversheet

Case Name

County

Case Name

Riverside

Data Removal Status

Identification Date

Override

Edit

02/15/2022

Companion Cases

Case Number

Case Name

Remove

Add

Self-Service Portal

Display:

05/01/2022

View

CalWORKs

CalFresh

CFET

When a case is in a Data Removal status of Complete on the Case Summary page, the status hyperlink of 'Complete' will display in the Data Removal section and can navigate you to the Case Data Removal Detail page where further details are listed.

CalSAWS

Case Name: Case Name

Case Number: 22

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Case Summary

Images

Case Name

[Case Name](#)

County

San Bernardino

Data Removal Status

[Complete](#)

Identification Date

09/11/2020

Completion Date

06/02/2021

Companion Cases

Case Number

Case Name

Add

Display:

01/01/2022

View

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe	03/07/1947	74	M	906-57-4390	06497516E	01	

When a case is in the Complete Data Removal status it is known as a Shell Case. When in the context of this type of case while on the Case Summary page, the page option to add a new program will display on the page. Once 'New Program' is clicked a violation message will appear 'Cannot add programs to a shell case' preventing a program from being added to the case, as shown below.

San Bernardino
SYS1

Case Info

Eligibility

Empl.
Services

Child Care

Resource
Databank

Fiscal

Special
Units

Reports

Client
Corresp.Admin
Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Child Support Collection

Case Summary

Images

Case Name

[Case Name](#)

County

San Bernardino

Data Removal Status

[Complete](#)

Identification Date

09/11/2020

Completion Date

06/02/2021

Companion Cases

Case Number

Case Name

Add

Display:

01/01/2022



View

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe		74	M			01	

CalSAWS

Case Name: Case Name

Case Number: 22

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Program Detail

Cannot add programs to a shell case.

This Type 1 page took 0.40 seconds to load.

This feature is in place for Shell Cases in order to lock them down from having any new programs pended or activated on them. In this situation the Worker should create a brand new case, if needed, to add the shell case members and begin activation of a new case, linking the new one to the aged out shell case.

In addition to preventing programs from being added to Shell Cases, a new feature to disable the Image 'Scan' and 'Generate Worksheet' buttons has been implemented on the Case Summary page, leaving only the Images button itself as shown below.

CalSAWS

Case Name: Case Name

Case Number: 22

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Case Summary

Images

Case Name

Case Name

County

San Bernardino

Data Removal Status

Complete

Identification Date

09/11/2020

Completion Date

06/02/2021

Companion Cases

Case Number

Case Name

Add

Display:

01/01/2022

View

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe		74	M			01	

The Images button remains on the Case Summary page for Workers to have access to any of the retained Images required from the Retention Policy –

- Personal images where a person is shared on other cases that have not gone through the Data Removal process
- Time Limit images attached to the Shell Case

Also, shell cases cannot be linked to a CalHEERs referral. When attempting to select a shell case during the referral linking flow, the following validation message appears: Select Case – Selected Case has gone through Case Data Removal, and cannot be linked.

CalSAWS

Journal
Tasks
Help
Resources
Page Mapping
Imaging
Log Out

Napa LC

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

New Application

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Copy List

Previous Case List

Create New Case

Select

Cancel

Select Case - Selected Case has gone through Case Data Removal, and cannot be linked.

Case Number	County	Name	DOB	Active Programs
<input checked="" type="radio"/> 0095742	Napa	LEMUEL HANSEL <input type="checkbox"/> ISAIAH RANDAL <input type="checkbox"/> ISAIAH HANSEL <input type="checkbox"/> THRESA CORMAC <input type="checkbox"/> KIMI HANSEL	03/12/1964 12/12/1995 11/12/1990 10/18/1977 07/13/1998	
<input type="radio"/> 2001654	Napa	LEMUEL HANSEL <input type="checkbox"/> KEREN GOODRICH <input type="checkbox"/> Verda Boscawen	03/12/1964 03/18/1998 05/17/1977	
<input type="radio"/> 0071654	Napa	LEMUEL HANSEL <input type="checkbox"/> ISAIAH HANSEL <input type="checkbox"/> MARQUITTA CAMPBELL <input type="checkbox"/> KERRY BELDEN	03/12/1964 11/12/1990 12/20/1982 03/23/1962	
<input type="radio"/> 0065872	Napa	LEMUEL HANSEL	03/12/1964	

2.4.3 Case Data Removal Detail page

The Case Data Removal Detail page is where County Staff members with the appropriate rights can update the Status from 'Identified' to 'Override', or back to 'Identified' from 'Override'. If the Status on this detail page is changed from the original Status of 'Identified' (as determined by the Data Removal Identification batch job) to the 'Override' status, the case will be excluded from having any case data removed. If the status is left in 'Identified' status, the case will have case data removed once the Deletion Batch is executed [Note that the run date of the first execution of the Deletion Batch is currently TBD, no earlier than January 2021].

Security Group for Edit functionality:

The Case Data Removal Detail page Edit functionality is accessible for users who are joined to the new 'Case Data Removal Edit' security group. This also applies to the Edit button on Case Summary, next to the status, for those cases having a Case Data Removal status of 'Identified' or 'Override'. The 'Case Data Removal Edit' group, which contains the 'CaseDataRemovalEdit' right, is not assigned to any security role. The local Security Administrators will need to add the approved users to this new security group.

The following image represents the Case Data Removal Detail page in Edit mode when left in 'Identified' status.

© 2020 CalSAWS. All Rights Reserved.

27

CalSAWS

Case Name: Case Name

Case Number:

Journal

Tasks

Help

Resources

Page Mapping

Imaging

Log Out

San Bernardino SYS1

Case Info

Eligibility

Empl. Services

Child Care

Resource Databank

Fiscal

Special Units

Reports

Client Corresp.

Admin Tools

Case Summary

Case Number:

Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Negative Action

New Program

New Person

Hide Person

EBT Account List

Issuance History

Auxiliary Authorization List

Expungement History

Child Support Collections

Time Limit Aid Summary

Case Flag

Legacy Case

Case Summary

Images

Capture

Generate Coversheet

Case Name

County

Case Name

San Bernardino

Data Removal Status

Identification Date

Identified

Edit

09/11/2020

Companion Cases

Case Number

Case Name

Add

Display:

01/01/2022

View

All People Associated with the Case

Name	DOB	Age	Gender	SSN	CIN	Person #	Household Status
Edwin Holcombe	03/07/1947	74	M			01	

Images

This Type 1 page took 0.36 seconds to load.

The following image represents the Case Data Removal Detail page in Edit Mode when changing from 'Identified' status to 'Override' status. This status change allows the 'Override Reason' field to display (see Section 2.3.1 for a list of Override Reasons).

CalSAWS Case Name: Case Name Case Number: T620A4D Journal Tasks Help Resources Page Mapping Images DCFS Images Log Out

Los Angeles LC

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

Case Summary

Case Number: Go

Person Search

EBT Account Search

Application Registration

Case Summary

Contact

Authorized Representative

Application Questions

Case Data Removal Detail

*- Indicates required fields

Data Removal Status: * Override **Override Reason: ***

Board of Supervisors Decision

Hearing/Court Order

Pending Litigation

Under QA/QC Review

Identification Date 02/02/2022

Save and Return Cancel

Save and Return Cancel

The following image represents the Case Data Removal Detail page in Edit Mode when the status has already been updated to 'Override'. The County Staff member will be able to see the Override Date the Override was made in addition to the Worker ID that made the change.

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Document Control Tools

Case Data Removal Detail

*- Indicates required fields

Data Removal Status: * Override **Override Reason: *** Hearing/Court Order

Identification Date 09/11/2020 **Override Date** 02/19/2021 **Worker ID** [90](#)

Save and Return Cancel

Save and Return Cancel

When the Worker switches the Data Removal status between both Identified and Override status, that Worker's ID gets captured on the Detail page as a hyperlink. Clicking on that hyperlink takes you to the Staff Detail page of that Worker that made the change. Once you click the Close button on the Staff Detail page it will route you back to the Data Removal Detail page.

Staff Detail

*- Indicates required fields Close

General Staff Information			
First Name:	Middle Name:	Last Name: *	Suffix:
Staff Status Code: *	Classification Title: *	Staff ID:	
Active - FT		2	
Regional Call Center:			
Available Hours: (Day-Day Time-Time):			
Additional Information:			

Spoken Language Information	
Spoken Language *	Proficiency *
English	Primary

The Case Data Removal Detail page in Complete status displays as follows –

CalSAWS Case Name: Case Name Case Number: 22 Journal Tasks Help Resources Page Mapping Imaging Log Out

San Bernardino SYS1 Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Client Corresp. Admin Tools

Case Summary
Case Number: Go

- Person Search
- EBT Account Search
- Application Registration
- Case Summary
- Contact
- Authorized Representative
- Application Questions
- Negative Action
- New Program
- New Person
- Hide Person
- EBT Account List
- Issuance History

Case Data Removal Detail

*- Indicates required fields Close

Data Removal Status
Complete

Identification Date	Completion Date
09/11/2020	06/02/2021

[Journal History](#)
Close

2.5 Case Verification

Workers have been given time, since the original reporting run date of September 11, 2020, to evaluate identified cases before the case data removal is performed. During this time, it is possible that changes on identified cases will make them no longer eligible

for the case data removal process. The nightly Re-Verification Job (PB00P803) will evaluate identified cases to confirm their eligibility for the purge.

The Re-verification batch process will execute the same query criteria (section 2.2.2 criteria rules) used in the PB00P800 (case Identification) job. This is a standalone job that will run daily in Production to identify any of the cases in the CASE_PURGE table that no longer meet the criteria and will remove those cases from the table. Cases removed from this table will not be picked up in any downstream case-purge process.

Note: Cases in Overridden status will be excluded from this nightly Re-verification process.

A batch scheduler change request will deactivate the Re-Verification batch job after the final set of data deletions have taken place.

Once this batch job runs in Production and removes the cases from the CASE_PURGE table the following will occur in the C-IV application:

- These cases will have their Case Data Removal status section on Case Summary removed and they will not have a Detail page
- For the Case Data Removal Reports, these cases will drop off from the next version of the reports (generated on the 11th business calendar date of each month), decreasing the overall record counts and total case counts

2.6 Data Deletion Process

The final removal of data associated to identified cases has been split into four separate batch jobs.

- 1) PDF Generation for Journals and Issuances
- 2) Removing NOAs and Forms
- 3) Removing Imaged documents
- 4) Remove case data


2.6.1 PDF Creation Batch Job - PB00P802

The PDF batch process will write each of the records for the Issuance and Journal History to a separate file for each case and store them to the file server. For cases that have historic information, these PDF files will be accessible on the Case Data Removal Detail page as hyperlinks. These hyperlinks will appear on the page after the case data deletion process has processed the case (reference section 2.3.3 for Batch Deletion Schedule). Further information and examples of each PDF type can be found below in section 2.6.

The initial steps of the Batch Deletion process are to check each case originally identified for deletion still meets the criteria. If so, the System will generate PDFs to capture any Journal and Issuance History prior to deleting any case data. If there is no data for the PDF in question (e.g., if no Issuance History exists for a case), then no PDF will be generated. The generation of each PDF file will be processed through a batch job (reference section 2.5.1.1 for the batch jobs) that will retrieve data from the following C-IV pages per PDF type.

2.6.1.1 Issuance History PDF

This PDF will retrieve the same data from the Issuance Search Detailed Results Page for every issuance record on that case. An example of the Issuance History PDF is shown below:



Los Angeles
Date created: 02-02-2022 01:07 PM

Case Number	B21KB04
Case Name	Case Name

Issuance History

Control Number	Payee	Program	Month	Category	Method	Issue Date	Status Date	Status	Amount
19201064	MORGAN, ALYSE	CalFresh	01/2016	Monthly Benefit	EBT	01/01/2016	12/23/2015	Issued	\$16.00
19107848	MORGAN, ALYSE	CalFresh	12/2015	Monthly Benefit	EBT	12/01/2015	11/21/2015	Issued	\$16.00
1913750	MORGAN, ALYSE	CalFresh	11/2015	Monthly Benefit	EBT	11/01/2015	10/25/2015	Issued	\$16.00
AL821KB041510001	MORGAN, ALYSE	CalFresh	10/2015	Monthly Benefit	EBT	09/24/2015	09/24/2015	Issued	\$20.01
AFB21KB041510001	MORGAN, ALYSE	CalFresh	10/2015	Monthly Benefit	EBT	09/24/2015	09/24/2015	Issued	\$16.00
AFB21KB041509001	MORGAN, ALYSE	CalFresh	09/2015	Monthly Benefit	EBT	08/22/2015	08/22/2015	Issued	\$16.00

The County, Date Created, Case Number and Case Name will display at the top portion of the document for each file generated.

All data elements within the document are searchable using the 'Find' option within the PDF application.

2.6.1.2 Journal History PDF

This PDF will retrieve the same data from the Journal Detail page results for each journal entry on that case. An example of the Journal History PDF is shown below:

CalSAWS
Los Angeles
Date created: 02-03-2022 11:49 AM

Journal History

Case Number	T620A4D
Case Name	Case Name

Entry Date	Entry type	Short Description	Long Description	Append Journal Entry	Worker ID	Method of Contact
02/03/2022	Fiscal	Issuance Adjustment	EDBC Results/Issuance Issuance Summary Funding: State CFAP Amount: Yes \$100 Overridden Allotment: \$200 Allotment: \$50 Pro-rated: Yes		90AS00005B	
02/03/2022	Activity	Child Care Memo	Classic Here's a memo about child care.		90AS00005B	
02/03/2022	Activity	Journal Entry for Employment Services	Civil Rights County Interpreter County provided interpreter: Certified Employee Interpreter name: John Doe Customer name: Jane Doe Preferred oral language: Spanish Preferred written materials: Afghani This is a change: Yes Individual Demographics Detail page updated: Yes Case flag updated: No Employment/Income Self-Employment Self-employed customer, name: Jane Doe Type of Business: Food Delivery Job Title: Driver First date of pay: Date started: Hours worked per week: 36 Estimated monthly income: \$ 200 Monthly Expense total: \$ 150 Customer Elects: Standard Income: \$ 50 Type of verification used: Sight Frequency: Weekly Conversion factor: 4.33 Additional pay: Tips		90AS00005B	Written
02/03/2022	IEVS	IEVS National Prisoner Match Received	Classic Received IEVS National Prisoner Match. Requires further investigation.		90AS00005B	Verbal
12/09/2000	Conversion	Sima Rusty			CNV	

The County, Date Created, Case Number and Case Name will display at the top portion of the document for each file generated.

2.6.1.3 History PDF Hyperlinks in the C-IV Application

The PDF files behind the hyperlink targets will be stored on the AWS S3 storage after the PB00P802 job completes per each case. Each file will be unique and will exclusively contain journal and issuance history data specific to the case processed. The file names, as created on the file storage, are generated as follows:

- journalEntry.pdf
- issuance.pdf

They are stored in the following folder structure:

- CasePurge/[county name]/[case_id]/journalEntry.pdf
- CasePurge/[county name]/[case_id]/issuance.pdf

The Journal and Issuance History PDF hyperlinks will display on the Case Data Removal Detail page if there is data to export from the C-IV database for the case. These hyperlinks will display in the application only after the case deletions batch process has completed for a given case. The following screenshot shows where each hyperlink will display on the Detail page.

The screenshot displays the CalSAWS interface. At the top, there's a header with 'CalSAWS' and navigation links like Journal, Tasks, Help, Resources, Page Mapping, Images, DCFS Images, and Log Out. Below this is a sub-header with 'Los Angeles LC' and 'Case Info' selected. The main content area is titled 'Case Data Removal Detail'. It includes a 'Case Summary' sidebar with links like Person Search, EBT Account Search, Application Registration, Case Summary, Contact, Authorized Representative, and Application Questions. The main content area shows 'Data Removal Status' as 'Complete' and 'Identification Date' as '02/02/2022'. It also has links for 'Journal History' and 'Issuance History'. There are 'Close' buttons at the top right and bottom right of the main content area.

2.6.2 Document Removal – PB00P804

The Document Removal batch job (PB00P804) will remove generated notice of actions (NOAs) and forms from the file management system passing in the identified set of cases. It considers records discovered by the Case Identification batch (PB00P804) that are not in either a “Complete” or “Overridden” status. This job will remove all generated NOAs and forms, with the following exceptions:

- 1) Retain all documents outlined under section 2.1.1.2, which describes what data remains in the shell case.
- 2) Retain all documents associated to a person who is associated to a case not eligible for case purge. This may occur when a person is associated to multiple cases in the SAWS system. A case is not considered eligible for case purge if:
 - a. The case was not discovered by the Case Identification batch (PB00P800).
 - b. The case has been overridden in the case purge process (a.k.a. that Case Purge status is set to “Override”).

After removing all eligible documents, this job will update the Document Status on the associated case purge record to indicate that documents have been removed for the case by setting CASE_PURGE.DOC_STAT_IDENTIF = ‘Y’.

A small percentage of documents this job attempts to remove from the file store will be unavailable, due to broken links between the database and the document. Two batch properties are used to set an error threshold, which allows for some broken links but will terminate the job if too many are missing (potentially indicating a connection issue with the file store):

- 1) **maxErrorPercentage**: Compare the number of records processed vs the number of records missing. If the percentage of number of records missing is greater than the **maxErrorPercentage**, the job will terminate. The following property will make sure that the job won't terminate if the first case happens to be missing documents. This threshold is currently set to 5%.
- 2) **minErrorCount**: The minimum number of errors that occur before the job terminates. This sets an error threshold, where the job won't terminate until we reach the minimum number of errors. This threshold is currently set to 100 errors.

2.6.3 Image Removal – PB00P806

The Image Removal Job (PB00P806) removes all images associated to the case people eligible for the purge associated to the case.

This job first identifies all images associated with the case via a service call to the Hyland Imaging System. It will then identify all images associated to people on the case who are eligible for the purge (aka people who only exist on cases that are scheduled to be purge).

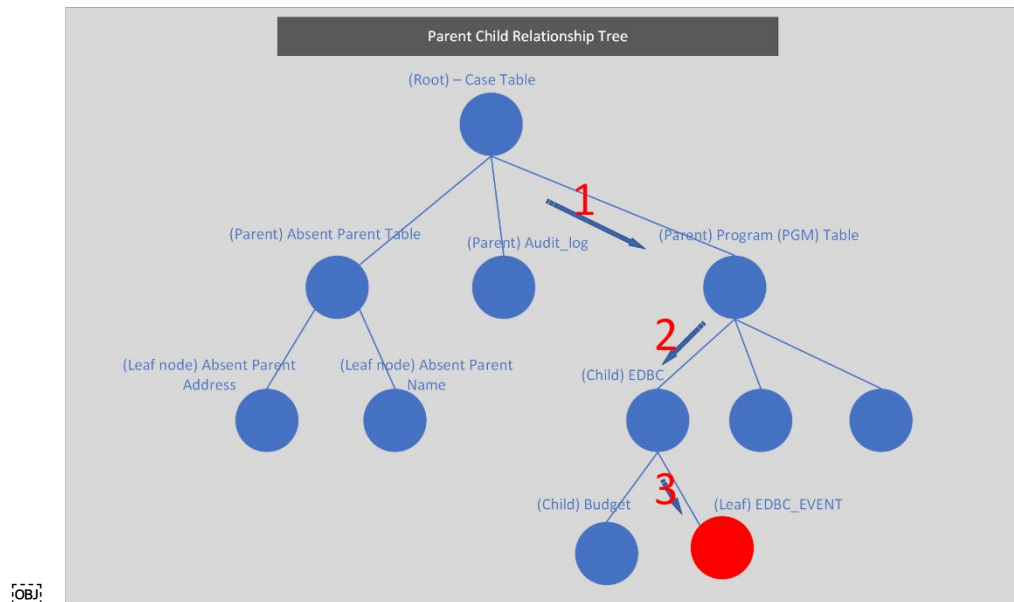
The document type is checked for each image in the list. Any Time Limit documents are retained.

Finally, the job issues a delete command to the Hyland Imaging System for every identified case and person image that is still eligible for the purge. Once all images have been deleted, the job updates the IMG_STAT_IDENTIF on the associated case's CASE_PURGE record to "Y" to signify that image removal has completed.

2.6.4 Data Deletion Batch Job - PB00P801

Data Deletion is an Oracle procedure that physically deletes the data from the database tables for a given Case. The procedure uses configuration tables, defined in the below section, to traverse through the tree to find the leaf node, build the delete SQL statement based on the table key to uniquely identify the data, and execute the SQL statement to physically delete the data. Once the data is deleted from the table, it moves up in the hierarchy to find the next leaf and repeat the process.

The list of database tables that are identified for deletion is loaded into the configuration tables (described in detail in technical design document) with parent and child relationships and appropriate keys to identify unique data. The process reads the configuration tables and will traverse through the relationship to find the leaf node (lowest child). Once the leaf node is identified, it starts deleting the data and moves up the hierarchy until the data from parent table is deleted. An example of the parent and child relationship (tree structure) and traversing logic is defined in the following diagram.



The above diagram represents the parent and child relationship of database tables in a tree structure. This structure is used to traverse through the branches to find the children (leaf node) to start deleting the data. The highlighted steps in red describe how the deletion leaf node logic identifies the child tables at a high level.

- 1) When a Case is selected from the CASE_PURGE table, Program IDs associated to the Case are selected from the PGM table
- 2) Based on the Program ID, appropriate records from the EDBC table are selected
- 3) As we traverse through the EDBC tables, the EDBC_EVENT table is a leaf node, and hence the data from EDBC_EVENT table can be deleted
- 4) After deleting the data, the logic flow is moved up to find the next child and the leaf node

A new batch process (section 2.5.3) will be created to delete the case data from the database tables. This module will perform the following steps to remove the data:

- Once the Case is verified to still meet all the deletion criteria (section 2.5.1 batch job), the initial step of the PDF Generation batch job will update the Status to 'In Process' and the PDF creation module is called to create PDF files for Journal Entries and Issuance history data.

- Upon successful creation of PDFs, the data deletion module is called to delete the data from identified tables.
- Upon successful deletion of Case data, the process updates the Case Data Removal Status to 'Complete' and will begin processing the next Case for deletion.

The PB00P801 job can now execute logic for the following modules as well:

- 1) PDF Generation
- 2) Document Removal
- 3) Image Removal
- 4) Case Data Removal

These modules are configured via batch properties. In production, all modules are expected to run. This allows all aspects of case data removal to execute for a given case over the course of a single batch run, reducing the risk of a case remaining in an "In Process" status for an extended period.

2.6.4.1 Configuration table

The data deletion logic will be driven by two configuration tables. The first configuration table lists the immediate child of the root and the second table contains children of the parent and their level, as noted in section 2.6.4. The details of these tables are defined in the technical section 3 of this document.

2.6.4.2 Deletion Logging Mode

The batch deletion process will have an option to turn the deletion logging on or off by passing a parameter in the main batch job. When the logging mode is on, the data deletion module will start logging every action performed in the function, including table name where data is being deleted with the Case ID, Person ID and other key columns to identify a unique record in the table.

2.6.5 Batch Dependencies

The Case Data Removal job (PB00P801) has been updated to run independently from the other jobs that generate PDFs or remove data or images. This allows a case to fully undergo the purge process in a single batch run, reducing the risk of staying in a pending status for multiple days.

2.6.6 This job does need to wait on the Re-Verification job (PB00P803).Batch Process Load Balancing

The PDF creation, Document Deletion, Image Deletion, and Case Deletion processes each work in single modules. For the April 2021 C-IV run, there are approximately 1.78

million cases up for purge with their respective program records to be processed. Using a single flow to process this many cases will take a significant amount of time and is not feasible. To process a large volume of cases in a reasonable window, we have added a multi-threading capability for both the PDF creation and the case deletion modules.

The following batch properties are available to configure our multi-threading approach for the Case Delete (PB00P801), Generate PDFs (PB00P802), Delete Documents (PB00P804) and Remove Images (PB00P806) batch jobs:

- 1) **restrictStatuses**: Used in testing environments to limit which records are processed by the job. Normally, the job pulls all records where the status on the case purge record is set to either null or "N". When **restrictStatuses=Y**, the job will exclude any records where the status is null and instead only process records where the status is explicitly set to "N".
- 2) **verbose**: Adds additional logging that tracks which documents are removed and which documents are skipped, along with the skip reason. This property should be left off in production, since it results in much larger log files.
- 3) **numOfThreads**: This job employs multiple threads to allow for parallel processing. In test environments we default the thread count to 15, while in production we will default to 100.
- 4) **max.workload.size**: Since this job may run for millions of records, this property allows us to set the size of the "chunks" of data being considered at a given time. Increasing the size of the max workload will reduce the amount of time spent waiting for threads to complete, at the trade-off of increasing the amount of memory required to run the job.

2.6.7 Exception Logging

A standard batch framework is used to log all exceptions encountered in the data deletion process. These exceptions will be monitored as part of standard batch operations. Depending on the reason for the exception, Defects or Changes will be logged and tracked in Jira.

2.6.8 Batch Restart

Restartability for all jobs is managed by records inserted and updated in the CASE_PURGE table. Should a job terminate unexpectedly, it should be resubmitted with **restart.mode=false**. It will continue from the last commit of the previous run.

2.7 Case Completion Report

The Case Completion report lists all cases that have successfully completed the case purge process. It will display the following information:

Case Number: Case that has completed the case purge.

Case Name: Name associated to the Case.

Identification Date: The date the case was originally identified for the case purge process.

Completion date: Date that the case was purged from the system.

Navigation to the Report: Homepage > Reports > Scheduled > Case Activity > Title 'Case Data Removal Completion Report'

	A	B	C	D
1	CalSAWS Case Data Removal Completion Report			
2	Los Angeles			
3	Run Date: MAY-12-22 11:34 AM			
4	Report Month: 04/2022			
5				
6			Row Count	Case Count
7			8	8
8				
9	Case Number	Case Name	Identification Date	Completion Date
10	B1H1343	Case Name	03/29/2022	10/31/2022
11	B0SP4544	Case Name	03/29/2022	10/31/2022
12	B1ABCDEFGF	Case Name	03/29/2022	10/31/2022
13	B1W3P42	Case Name	03/29/2022	10/31/2022
14	B1HEYOK1	Case Name	03/29/2022	10/31/2022
15	B1SLA7777	Case Name	03/29/2022	10/31/2022
16	B03B597132	Case Name	03/29/2022	10/31/2022
17	B0XX334342	Case Name	03/29/2022	10/31/2022

2.7.1 Batch Job

The PBxxR803 job will be run on-demand once the case deletion process is complete.

2.8 What's Next

Our planned timeline for the CalSAWS scheduling of these jobs are shown below. The Completion Report will be scheduled to run in Production after the final case has completed through Data Removal. Once all jobs have completed for CalSAWSCase Purge we will submit the BPCR's to deactivate each job.

The CalSAWS porting Epic for Case Purge included a twelve Sprint product timeline to modify and port in the original solution, with customizations made for the CalSAWS application and system.

Sprint #	Sprint Scope
----------	--------------

Sprint 1	Porting Case Summary page updates, Case Data Removal page updates
Sprint 2	Add Case Locking, Image View only
Sprint 3	Porting the Identification sweep logic, adding new EDBC/RA Rules to Identification Sweeps, Porting PDF Generation Process, Increasing Journal PDF Character Limit
Sprint 4	Porting Case Deletion Logging process, adding new CalHEERS tables to Deletion Model, Remove Recovery Account Responsible Party tables from Deletion Model
Sprint 5	Porting Case Identification and Override Reports, Port Document Removal process to S3, Create Stored Procedure DBCR's, Schedule Batch for Journal PDF Rerun
Sprint 6	Creating CalSAWS Re-Verification Batch, Updating Identification and Re-Verification logic to include new RA rules, Updating Document S3 storage service framework
Sprint 7	Porting Time Limit Aid Summary page changes, Porting Case Completion Report, Updating Deletion Model to include RES and RECEIPT tables, Updating CalSAWS page to validate and block CalHEERS referrals, Combining Document and Imaging removal process with Data Removal Batch, Updating Benefits Cal page to validate for removed cases during linkage
Sprint 8	Updating Identification Batch to exclude CS program, OBIEE/EDR Cleanup for Delete Track, Updating Batch to Verify Lawful Presence (VLP)
Sprint 9	Image Removal, Disaster Recovery Document Removal
Sprint 10	Batch Performance Environment Preparation & Test Execution
Sprint 11	SQL Tuning, Batch Scheduling, Hardening Sprint
Sprint 12	Production Batch Execution Support, LA County one-time DCR for Time Limits




The Batch development team will take over ongoing maintenance and Data Retention runs beyond 2022.

3 TECHNICAL DESIGN

3.1 Delete Process

The case purge process is driven primarily off the CASE_PURGE and the CASE_PURGE_DEL_TABLE_CONF tables. The Case Purge table identifies the list of cases to be deleted from the CalSAWS database tables and the Case Purge Configuration table identifies the list of tables where case data will be deleted. The tables logical structure is as follows:

Case Purge table structure:

CASE_PURGE				
 ID	NUMBER	NN (PK)	(IX2)	
 CASE_ID	NUMBER	NN (FK)	(AK0,IX6)	
SELECT_DATE	DATE	NN		
START_DATE	DATE		(IX3)	
COMPL_DATE	DATE		(IX4)	
STAT_CODE	VARCHAR2 (3 Byte)		(IX5)	
OVERRD_DATE	DATE		(IX8)	
 OVERRD_STAFF_ID	NUMBER	(FK)	(IX7)	
OVERRD_RSN_CODE	VARCHAR2 (3 Byte)		(IX1)	
CREATED_BY	VARCHAR2 (30 Byte)	NN		
UPDATED_BY	VARCHAR2 (30 Byte)	NN		
CREATED_ON	TIMESTAMP(6)	NN		
UPDATED_ON	TIMESTAMP(6)	NN		
ISSUANCE_FORMS_STAT_IDENTIF	VARCHAR2 (1 Byte)			
ISSUANCE_FORMS_URL	VARCHAR2 (500 Byte)			
JOURNAL_FORMS_STAT_IDENTIF	VARCHAR2 (1 Byte)			
JOURNAL_FORMS_URL	VARCHAR2 (500 Byte)			

CASE_PURGE_DEL_TABLE_CONF:

CASE_PURGE_DEL_TABLE_CONF	
TABLE_GRP	VARCHAR2 (50 Byte)
DEL_SEQ	INTEGER
PARENT_TABLE	VARCHAR2 (50 Byte)
CHILD_TABLE	VARCHAR2 (50 Byte)
DML_ACTION	VARCHAR2 (2 Byte)
FOREIGN_KEY	VARCHAR2 (50 Byte)
CHILD_TABLE_KEY	VARCHAR2 (50 Byte)
DML_QUERY	VARCHAR2 (500 Byte)

As part of the deletion process, two batch jobs (PB00P801 and PB00P802) along with a PL/SQL stored procedure have been developed, as defined in section 2.5.1 and 2.5.2. The batch job (PB00P801) picks up all the cases that are identified for deletion (CASE_PURGE) and calls the PL/SQL stored procedure for each case to delete the case/person data from the database tables. The procedure uses the configuration table, list of tables where case/person data can be deleted, to drive the deletion process as defined in section 2.5.

The attached spreadsheet contains two tab pages – Delete Tables and Do not Delete Tables. The first tab page contains list of tables configured in CASE_PURGE_DEL_TABLE_CONF table for data deletion. The second tab page contains the list of tables where case/person data will be retained. For example – Time tracking data.



Delete Tables.xlsx

To support the deletion process we have created a series of DBCR's to perform On Delete Set to Null value operations for the following tables:

- On Delete Set EXPNGMNT_ID to Null on ISSUANCE table
- On Delete set ISSUANCE_ID to NULL on ISSUANCE table
- On Delete set RELATED_TRANSACT_ID to NULL on RECOV_ACCT_TRANSACT table
- On Delete set PGM_PERS_ID to Null on TIME_LIMIT_DETL table
- On Delete set TEMP_EDBC_SRC_PGM_ID to Null on PGM table
- On Delete set PGM_ID to Null on GENERATE_DOC table
- On Delete set SERV_ARRGMT_ID to Null on GENERATE_DOC table

3.2 Stage Document Utility

Testing environments do not include copies of forms and NOAs from the production environment. References to forms and documents stored in GENERATE_DOC end up as broken links since the documents don't exist in the testing file management system.

The Stage Documents Utility (PB00P805) will resolve these broken links by mocking files in the testing file management system. This ultimately allows for more accurate testing of the Document Removal batch (PB00P804).

The Stage Documents utility is also capable of storing mocked image files for the ImageNow system. You can control whether mocked forms or mocked images are generated with the following batch properties:

- 1) generateDocuments: Set to "Y" if you would like to generate documents.
- 2) generatImages: Set to "Y" if you would like to generate images.

Generating images also requires setting the following property:

- 1) sampleImagePath: The filepath of a sample .TIF image file. Note: it is best to keep the filesize of this image relatively small, since the job will generate several thousand copies of the image.

The Stage Documents Utility will identify all generated documents for a given case ID. Case IDs can be provided to the utility in two ways:

- 1) caselid: Set this property to match a single case ID which contains documents you would like to mock.
- 2) caseListPath: You may provide a list of Case IDs to feed into the utility by employing the caseListPath property. First, you need to create a text file that contains all the case IDs you would like to mock with each case ID on its own

line. You'll need to upload this file to the batch server, then provide the file's path as the caseListPath parameter. For example: caseListPath="/export/batch/scripts/CaseList.txt".

Mocked files will appear on the testing file management system under the casePurge/mockedExceptions. Mocked images will appear in the appropriate test environment's Hyland Imaging destination associated to the case.

Note: This utility cannot (and should not) be run in production. All batch properties associated to this job have been labeled as test properties, which prevents the job's execution on production batch servers.

4 REQUIREMENTS

4.1 Project Requirements

DDID	Description	Notes
CIV-105446	Monthly Batch job - case data removal – Discontinued / Inactive cases.	The scope of this DDID is covered in SCR-107763.
CA-208415	Monthly Batch job - case data removal - Discontinued / Inactive cases.	

5 MIGRATION IMPACTS

It was determined to start with building a C-IV Case Data Removal process first, due to the large amount of data that would get removed from that database. Deletion of a large amount of data will help with the conversion cutover window when C-IV migrates to CalSAWS. The current timeline of the planned Sprints has been confirmed to dovetail nicely with the Conversion timeline.

6 SUPPORTING DOCUMENTS

Number	Functional Area	Description
107763	SCR	Create Case Data Removal Functionality
107825	SCR	Implement Case Data Removal Sprint 1 Features
107834	SCR	Implement Case Data Removal Sprint 2 Features
107924	SCR	Implement Case Data Removal Sprint 3 Features
107957	SCR	Implement Case Data Removal Sprint 4 Features
108104	SCR	Implement Case Data Removal Sprint 5 Features

108106	SCR	Implement Case Data Removal Sprint 6 Features
108107	SCR	Implement Case Data Removal Sprint 7 Features
108108	SCR	Implement Case Data Removal Sprint 8 Features
108109	SCR	Implement Case Data Removal Sprint 9 Features
108110	SCR	Implement Case Data Removal Sprint 10 Features
108111	SCR	Implement Case Data Removal Sprint 11 Features
108215	SCR	Data Change - Sutter County - Override 2014 cases from data removal per Board of Supervisors Decision
220458	SCR (CalSAWS)	Create CASE_PURGE table and Codes Table references to align with C-IV
224147	SCR (CalSAWS)	Update CASE_PURGE table to include deletion status fields for documents and images to align with C-IV
108554	SCR	Tehama County - Data Retention Flag Due to Opioid Litigation
108616	SCR	Case Data Removal Sprint 9 On Delete Set Null CR's
108630	SCR	Case Data Removal Sprint 10 On Delete Set Null CR's
CA 229298	SCR (CalSAWS)	Port Case Data Removal Functionality into CalSAWS
CA 229300	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 1
CA 229301	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 2
CA 229302	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 3

CA 229303	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 4
CA 229305	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 5
CA 229306	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 6
CA 229308	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 7
CA 229309	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 8
CA 235667	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 9
CA 235669	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 10
CA 235670	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 11
CA 243795	SCR (CalSAWS)	Implement CalSAWS Case Data Removal Functionality Sprint 12

CalsAWS

California Statewide Automated Welfare System

Design Document

CA-232312

Retro Events Incorrectly Logged when Program
is Open

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Connor O'Donnell
	Reviewed By	Matt Lower

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
2/21/2022	1.0	Initial Draft	Connor O'Donnell

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1 OVERVIEW

1.1 Current Design

SCR 31729 made changes to how retro events are logged. When a person is added to an open MC program, retro events will be logged on the program level if retro months are requested for the newly added person. However, these events should not be logged because the program is already open.

1.2 Requests

Update the logging of retro events so that these events are not logged at the program-level when the program is already open.

1.3 Overview of Recommendations

1. Update retro event logging logic to prevent logging at the program-level when the program is active.

1.4 Assumptions

1. N/A

2 RECOMMENDATIONS

2.1 Medi-Cal Person Detail

2.1.1 Overview

Currently Retro Events will be improperly logged at the program-level if Retro Months are requested for an additional person when the program is active. This is undesired behavior, so the logic of the page must be updated to prevent this from happening.

2.1.2 Medi-Cal Person Detail Mockup

N/A

2.1.3 Description of Changes

1. Update the logic when processing a Retro Month for an additional person on a case so that a Retro Event will not be logged at the program-level on a program if the program is already active.

2.1.4 Page Location

- **Global: Case Info**
- **Local: Case Summary**
- **Task: Medi-Cal Person Detail**

2.1.5 Security Updates

N/A

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

3.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-236812

Add Pick-up Location for Issuance Method

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Eric Wu
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
4/13/2022	1.0	Initial Draft	Eric Wu

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1 OVERVIEW

1.1 Current Design

San Francisco County utilizes a Pick-up Location in their warrant issuance process. The field provides further detailed instructions to sort and print warrants for clients with unstable housing situations. There are no equivalent functionalities in CalSAWS.

1.2 Requests

Add the Pickup Location functionalities.

1.3 Overview of Recommendations

1. Add a new drop-down field Pickup Location on Issuance Method Detail page accessed via Program Detail.
2. Update CalWIN Warrant Print Writer to generate Pickup Location in the outbound file.

1.4 Assumptions

1. This SCR will implement the Pickup Locations for San Francisco County and will not impact other 57 counties warrant print process.
2. San Francisco County should submit another Change Request to update the system with latest Pickup Locations before the migration.

2 RECOMMENDATIONS

2.1 Issuance Method Detail

2.1.1 Overview

The Issuance Method Detail page determine how benefits are issued for a particular program. The page is accessed via Program Detail page. The user can view the current issuance method information or click the Edit button to make changes. Depending on which issuance method is selected, different information will be visible and available for editing. Below describe required changes for the SCR.

2.1.2 Issuance Method Detail Mockup

Issuance Method Detail

*- Indicates required fields

Edit

Close

Payee: Payee 1	Issuance Method: Direct Deposit	
Routing Number: * 111111111111	Account Number: * 1111111111111111	Account Type: * Checking
Bank: JP Morgan Cahse	Status: Active	Status Date: 06/10/2022
Pickup Location:		

Figure 2.1.1 – Direct Deposit View Mode

Issuance Method Detail

*- Indicates required fields

Save and Return

Cancel

Payee: Payee 1	Issuance Method: Direct Deposit	New Issuance Method: <input type="text"/>
Routing Number: * 111111111111	Account Number: * 1111111111111111	Account Type: * Checking
Bank: CHASE BANK	Status: Active <input type="button" value="Inactivate"/>	Status Date: 06/10/2022
Pickup Location: <input type="text"/>		

Figure 2.1.2 – Direct Deposit Edit Mode

Issuance Method Detail

*- Indicates required fields

Edit

Close

Payee: Payee 1	Issuance Method: EBT	Account Number: 1111111111111111
Primary Cardholder: * Payee 1	Primary Card Access Type: * Cash & CalFresh	Primary Card Status: Cancelled
Staggered Issuance Exemption: * No	Begin Date: 05/03/2011	End Date:
EBT Stagger Day: 1		
Pickup Location:		

Figure 2.1.3 – EBT View Mode

Issuance Method Detail

*- Indicates required fields

Save and Return

Cancel

Payee: Payee 1	Issuance Method: EBT	Account Number: 111111111111
Payee 1 * Nnette, Denise	Primary Card Access Type: * Cash & CalFresh	Primary Card Status: Cancelled
Staggered Issuance Exemption: * <input type="text" value="No"/>	Begin Date: 05/03/2011	End Date:
EBT Stagger Day: 1	New Issuance Method: * <input type="text" value="- Select -"/>	Status Reason: * <input type="text"/>
Pickup Location: <input type="text"/>		

Figure 2.1.4 – EBT Edit Mode

Issuance Method Detail

*- Indicates required fields

Edit

Close

Payee:
Payee 1

Issuance Method:
Warrant

Pickup Location:

Figure 2.1.5 – Warrant View Mode

Issuance Method Detail

*- Indicates required fields

Save and Return

Cancel

Payee:
Payee 1

Issuance Method:
Warrant

New Issuance Method:

Status Reason: *

Pickup Location:

Figure 2.1.6 – Warrant Edit Mode

2.1.3 Description of Changes

1. Add a new drop-down field "Pickup Location". The field will **not** be mandatory and visible in both view and edit modes. The available options will be county-based. This SCR will impellent selectable options for San Francisco County only. Please see 'Pickup Location 112421.xlsx'.

Note:

- a. The Issuance Method detail page is not available for Child Care, CFET, and Welfare to Work program. For SF County only, the system will default the pickup location to "27 – 170 Otis" for WTW warrants in the CalWIN Warrant Print Outbound file. Please see 2.2.2 2.
- b. The Pickup Location will be managed on the program level. The value will remain the same when the Payees changes under a program. User will need to manually update the appropriate Pickup Location if necessary.
- c. The Pickup Location field will not have any impact on EBT issuance method. It will only be utilized in the warrant print outbound when
 - Warrants created because the preferred Issuance Method of a program is "Warrant".

- Warrants created because the preferred Issuance Method is Direct Deposit, but the account is inactive in the system.

2.1.4 Page Location

- **Global: Eligibility**
- **Local: Case Summary**
- **Task: Program Detail**

2.1.5 Security Updates

No changes.

2.1.6 Page Mapping

Add page mapping for the new "Pickup Location" field.

2.1.7 Page Usage/Data Volume Impacts

No changes.

2.2 CalWIN Warrant Print Writer

2.2.1 Overview

The CalWIN Warrant Print Writer will send necessary information for CalWIN counties to print and issue warrants.

2.2.2 Description of Change

1. Populate the Pickup Location from the Issuance Method Detail page when the issuance is issued to the payee (admin role) of the program. Warrant issuances paid to anyone other than the payee (e.g., Money Management payments and Service Payments to the providers) will not have the Pickup Location generated.

Note:

- a. Pickup Location field is only available for CalWIN counties. Other counties do not have this field in their Warrant Print Outbound file.
Other CalWIN counties besides San Francisco will not have the Pickup Location field populated until setting up locations in the system.
2. For SF County only, default the pickup location to "27 – 170 Otis" for WTW warrants.

2.2.3 Execution Frequency

No changes.

2.2.4 Key Scheduling Dependencies

No changes.

2.2.5 Counties Impacted

CalWIN Counties.

2.2.6 Data Volume/Performance

No changes.

2.2.7 Interface Partner

CalWIN Counties.

2.2.8 Failure Procedure/Operational Instructions

No changes

2.3 DBCR to Add the Pickup Location field

2.3.1 Overview

Below describe required changes to the database.

2.3.2 Description of Change

1. Create a new nullable Pickup Location field in PGM table.

2.3.3 Estimated Number of Records Impacted/Performance

N/A

2.4 CTCR to Add Pickup Locations

2.4.1 Overview

Below describe required changes to populate Pickup Locations for selections on Issuance Method Detail page.

2.4.2 Description of Change

2. Create a new Pickup Location category and populate its values based on "Pickup Location 112421".


2.4.3 Estimated Number of Records Impacted/Performance

50 records.

2.5 Data Conversion

Data conversions to import the existing Pickup Locations to CalSAWS.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Fiscal	Pickup Locations for San Francisco County	 Pickup Location 112421.xlsx

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.2	The LRS shall include the ability to issue benefits via EBT, direct deposit, or warrants and/or checks distributed to the payee and shall issue appropriate notices.	Add a Pickup Location to provide further instructions how warrants are delivered to clients with unstable housing situations.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

N/A

7 APPENDIX

N/A



California Statewide Automated Welfare System

Design Document

CA-238042

Add missing Foster Care NOAs that existed in

C-IV, Phase 2

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jasmine Chen
	Reviewed By	Tiffany H., Priya S.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/01/2022	1.0	Initial Document	Jasmine Chen

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1 OVERVIEW

CalSAWS currently only has a limited number of Foster Care (FC) NOAs. This effort will add new NOA reasons into the system.

1.1 Current Design

SCR 'CA-220188 – Add missing FC NOAs that existed from C-IV, Phase 1' added verbiage into CalSAWS for three NOA reasons (for CCR and Non-CCR rate structures): Placement Ends Mid-Month, Child Eligible to Kin-GAP, and ISP Started.

1.2 Requests

Generate NOAs for the following FC reasons:

1. Child Not In Placement
2. Rate Increase
3. Rate Decrease
4. Age Changed
5. Adopted
6. Transferred to Non-FC Program
7. Petition Not Filed
8. Didn't Recert License

1.3 Overview of Recommendations

1. Update existing action fragment, FC_KG_TN_ACTION4
2. Update existing 'Child Not In Placement' NOA Reason for Non-CCR rate structures
3. Update existing 'FC Rate Increase' NOA Reason for Non-CCR rate structures
4. Update existing 'FC Rate Decrease' NOA Reason for Non-CCR rate structures
5. Add new 'Age Changed' NOA Reason for Benefit Change for both CCR, Non-CCR
6. Add new 'Adopted' NOA Reason for Discontinuance for both CCR, Non-CCR
7. Add new 'Transferred to Non-FC Program' NOA Reason Discontinuance for both CCR, Non-CCR
8. Add new 'Petition Not Filed' NOA Reason for Discontinuance for both CCR, Non-CCR
9. Add new 'Didn't Recert License' NOA Reason for Discontinuance for both CCR, Non-CCR

1.4 Assumptions

1. FC programs will only have 1 recipient (child or young parent). The infant of a young parent will not be a FC program recipient and will be considered MMO (Medi-Cal Member Only).
2. The NOAs per this effort are generatable for any county as long as its generation conditions are satisfied from the Foster Care's EDBC Summary pages.

3. Spanish language versions of certain action, message, reason fragments will be added by CA-228880.
4. Spanish language versions of certain existing reason fragments from CA-220188, CA-238042 will be scoped into CA-249509.
5. Spanish language versions of new reason fragments from CA-220188, CA-238042 will be scoped into CA-249511.
6. For this effort, the new NOA Message will be added to the Discontinuance reasons of Child Not In Placement, Adopted, Transferred to Non-FC Program, Petition Not Filed, Didn't Recert License. This new Message will be updated for all other FC Discontinuance NOAs in CA-240146.
7. Additional Foster Care NOA reasons will be added with SCRs CA-240146 and CA-229838.
8. CA-223829 is scoped to provide new verbiage of NA 403 and NA403A for proration and effective dates.

2 RECOMMENDATIONS

2.1 Update FC NOA Action Fragment, FC_KG_TN_ACTION4

2.1.1 Overview

The recommendation is updating the verbiage of the existing Foster Care Discontinuance Action.

Action Fragment Name and ID: FC_KG_TN_ACTION4 (ID = 4112)

State NOA: This verbiage comes from State NA 403

Current Program(s): Foster Care

Current Action Type(s): Discontinuance

Current Fragment Level: Program

Currently Repeatable: No, this generates once as the first fragment on the NOA.

Existing Languages (2): English, Spanish

Note: CA-228880 added this action fragment in Spanish.

2.1.2 NOA Verbiage

Update Fragment XDP

Update the FC Discontinuance Action XDP verbiage in English by bolding the word 'Discontinuing'.

NOA Mockups/Examples: See Supporting Documents #3

Description	Existing Text	Updated Text	Add'l Formatting*
Static	<p>Your case has been discontinued.</p> <p>As of <MonDayYear>, the county is Discontinuing your <PgmType> aid of <PriorAmt> per month.</p> <p>Here's why:</p>	<p>Your case has been discontinued.</p> <p>As of <MonDayYear>, the county is Discontinuing your <PgmType> aid of <PriorAmt> per month.</p> <p>Here's why:</p>	'Discontinuing' is bolded.

*English is in Arial font size 10; Spanish and threshold will generate based on project standards for that language.

2.1.3 NOA Variable Population

N/A, there are no updates to the variable population.

2.1.4 NOA Generation Conditions

N/A, there are no updates to the generation conditions.

2.2 Update FC NOA Discontinuance Reason: Child Not In Placement (Non-CCR)

2.2.1 Overview

Update an existing CalSAWS FC (CCR) Discontinuance NOA reason's generation condition to also generate for Non-CCR scenarios.

Reason Fragment Name and ID:

FC_TN_NO_LONGER_PROVIDE_FC_T310 (ID: 7496)

Known County NOA: This reason currently exists in CalSAWS and was derived from CIV's RSN_CHILD_NOT_IN_PLACEMENT

Current NOA Template: FC_NOA_TEMPLATE (Fragment ID = 3030)

Current Program(s): Foster Care

Current Action Type: Discontinuance

Current Fragment Level: Person

Currently Repeatable: Yes

Includes NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages (1): English

2.2.2 NOA Reason Verbiage

Update Fragment XDP

No updates to the existing English verbiage.

Existing EN verbiage:

*You are no longer providing foster care for: <PersonName>
He/she is no longer living in your home/facility. The County will stop
paying for Foster Care from the day the child leaves your
home/facility.*

2.2.3 NOA Reason Variable Population

1. **Fragment Variable Population**

N/A

2. **Update Fragment Regulations**

The Non-CCR regulations will be added as the following:

Non-CCR regulations: AB 403, WIC 11460, 11463, 11464, 11364, 11387
and 18358

3. **Update NOA Title and Footer Reference**

The title and footer of the NOA will be updated.

Updated NOA Title and Footer:

1. The NOA Title and Footer for the existing
FC_TN_NO_LONGER_PROVIDE_FC_T310 fragment of CCR scenarios
will remain the same.

Now with the NOA generating for Non-CCR scenarios, below
details and references will distinguish the NOA for Non-CCR
scenarios.

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
Non-CCR	Notice of Action – Termination	FC_TN_NOA_TYPE (3120)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
Non-CCR	NA 290 - Termination (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.2.4 NOA Reason Fragment Generation

1. **Update Fragment Generation**

Update the existing generation logic to also generate for Non-CCR
rate scenarios.

Technical Note: The existing generation logic for CCR rate scenarios will not be changed.

New NOA Template: N
New Program Generation: N
New Action Type: N
Update to Fragment Level: N
New Forms/NOAs Generated with this NOA: N

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Y for CCR rate structures	Y, to generate also for Non-CCR rate structures
Negative Action EDBC	Y for CCR rate structures	Y, to generate also for Non-CCR rate structures
Batch	N, there is currently no batch sweep for this NOA.	N

Non-CCR

Action Fragment: 4158, FC_TN_ACTION6
Message Fragment: 5138, FC_TN_MESSAGE1

Ordering on NOA: Generate this reason following the action fragment.

2.3 Update FC NOA Change Reason: FC Rate Increase (Non-CCR)

2.3.1 Overview

Update an existing CalSAWS FC benefit change NOA reason that is currently used for CCR scenarios to be updated to also generate for Non-CCR scenarios.

Reason Fragment Name and ID:

FC_CH_RATE_INCREASE_T310 (ID: 7485)

Known County NOA: This reason currently exists in CalSAWS and is derived from CIV's RSN_FC_KG_RATE_INCREASE

Current NOA Template: FC_NOA_TEMPLATE (Fragment ID = 3030)

Current Program(s): Foster Care

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: No

Includes NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages (1): English

2.3.2 NOA Reason Verbiage

Update Fragment XDP

No updates to the existing English verbiage.

Existing EN verbiage:

Your case had a rate increase.

2.3.3 NOA Reason Variable Population

1. Fragment Variable Population

N/A

2. Update Fragment Regulations

The regulations will be updated to add the following:

Non-CCR Regulations: AB 403, WIC 11460, 11463, 11464, 11364, 11387 and 18358

3. Update NOA Title and Footer Reference

Updated NOA Title and Footer:

1. The NOA Title and Footer for the existing FC_CH_RATE_INCREASE_T310 fragment of CCR scenarios will remain the same.

Now with the NOA generating for Non-CCR scenarios, below details and references will distinguish the NOA for Non-CCR scenarios.

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
Non-CCR	Notice of Action – Rate Change	FC_CH_NOA_TYPE (3121)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
Non-CCR	NA 290 Rate Change (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.3.4 NOA Reason Fragment Generation

1. Update Fragment Generation

Update the existing generation logic to also generate for Non-CCR rate scenarios.

Technical Note: The existing generation logic for CCR rate scenarios will not be changed.

New NOA Template: N
New Program Generation: N
New Action Type: N
Update to Fragment Level: N
New Forms/NOAs Generated with this NOA: N

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Y for CCR rate structures	Y to generate also for Non-CCR rate structures
Negative Action EDBC	N, this is a change reason and does not exist under Negative Action dropdown.	N
Batch	N, there is currently no batch sweep for this NOA.	N

Non-CCR

Action Fragment: 4130, FC_KG_CH_ACTION4

Message Fragment: N/A; there will be no message fragment.

Ordering on NOA: Generate this reason following the action fragment.

2.4 Update FC NOA Change Reason: FC Rate Decrease (Non-CCR)

2.4.1 Overview

Update an existing CalSAWS FC benefit change NOA reason that is currently used for CCR scenarios to be updated to also generate for Non-CCR scenarios.

Reason Fragment Name and ID:

FC_CH_RATE_DECRESE_T309 (ID: 7484)

Known County NOA: This reason currently exists in CalSAWS and is derived from CIV's RSN_FC_KG_RATE_DECREASE

Current NOA Template: FC_NOA_TEMPLATE (Fragment ID = 3030)

Current Program(s): Foster Care

Current Action Type: Change

Current Fragment Level: Program

Currently Repeatable: No

Includes NA Back 9: Yes

Current Forms/NOAs Generated with this NOA: N/A

Existing Languages (1): English

2.4.2 NOA Reason Verbiage

Update Fragment XDP

No updates to the existing English verbiage.

Existing EN verbiage:

Your case had a rate decrease.

2.4.3 NOA Reason Variable Population

Fragment Variable Population

N/A

Update Fragment Regulations

The regulations will be updated to add the following:

Non-CCR Regulations: AB 403, WIC 11460, 11463, 11464, 11364, 11387 and 18358

Update NOA Title and Footer Reference

Updated NOA Title and Footer:

1. The NOA Title and Footer for the existing FC_CH_RATE_DECREASE_T309 fragment of CCR scenarios will remain the same.

Now with the NOA generating for Non-CCR scenarios, below details and references will distinguish the NOA for Non-CCR scenarios.

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
Non-CCR	Notice of Action – Rate Change	FC_CH_NOA_TYPE (3121)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
Non-CCR	NA 290 Rate Change (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.4.4 NOA Reason Fragment Generation

1. Update Fragment Generation

Update the existing generation logic to also generate for Non-CCR rate scenarios.

Technical Note: The existing generation logic for CCR rate scenarios will not be changed.

New NOA Template: N

New Program Generation: N

New Action Type: N

Update to Fragment Level: N

New Forms/NOAs Generated with this NOA: N

Generation Type	Does this NOA reason currently generate prior to this effort?	Is this generation type being updated with this effort?
EDBC	Y for CCR rate structures	Y to generate also for Non-CCR rate structures
Negative Action EDBC	N, this is a change reason and does not exist under Negative Action dropdown.	N
Batch	N, there is currently no batch sweep for this NOA.	N

Non-CCR

Action Fragment: 4130, FC_KG_CH_ACTION4

Message Fragment: N/A; there will be no message fragment.

Ordering on NOA: Generate this reason following the action fragment.

2.5 Add New FC NOA Change Reason: Age Changed

2.5.1 Overview

The recommendation is adding a new FC benefit change NOA reason which will occur with Non-CCR rate scenarios.

Known County NOA: This reason verbiage is derived from C-IV's reason fragment of: RSN_MONTHLY_RATE_CHANGE_DUE_TO_AGE.

NOA Template: FC_NOA_TEMPLATE (SNIPPET_ID = 3030)

Program(s): Foster Care

Action Type(s): Change

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English

Note: CA-249511 will implement the Spanish verbiage.

2.5.2 NOA Reason Verbiage

Create Fragment XDP

1. Add a new FC NOA reason fragment XDP to display the following verbiage:

NOA Mockups/Examples: See Supporting Documents #1

Description	Text	Formatting*
<STATIC>	The child's age has changed. The monthly rate for this age is <FCMonthlyRate>.	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

2.5.3 NOA Reason Variable Population

1. Add Fragment Variable Population

Add new variables for this reason fragment.

Technical Note: The variable population of this new reason fragment can be derived from the CIV's equivalent fragment, RSN_MONTHLY_RATE_CHANGE_DUE_TO_AGE.

Variable Name	Population	Formatting*
<FCMonthlyRate>	The Non-Related Legal Guardianship (NRLG) placements (established prior to Jan 2017) monthly rate per the age of the child shown from the EDBC's FC budget. Sourced from: FC_BUDGET.FACILITY_RATE_AMT For Example: \$1,052.00	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: N

2. Add Fragment Regulations

Add the following regulations, derived from C-IV:

Non-CCR Regulations: EAS 11-400, 45-203, 45-302

3. Add NOA Title and Footer Reference

The below references and details will be included for this new fragment.

Note: As NRLG placements are associated to Non-CCR rate structures, this NOA reason will only generate for Non-CCR rate structures.

NOA Reference on Document List Page: Age Changed

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
Non-CCR	Notice of Action – Rate Change	FC_CH_NOA_TYPE (3121)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
Non-CCR	NA 290 Rate Change (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.5.4 NOA Reason Fragment Generation

Add Reason Fragment Generation

This new reason fragment will generate when EDBC is run for Foster Care (Non-CCR) and all the following are satisfied:

- The FC rate structure of the EDBC Summary page is Non-CCR
 - The Placement Information of the EDBC Summary page has details of:
 - Basic Rate Code (FC_BUDGET.BASIC_RATE_CODE): Either Schedule A or Schedule B.
 - In the most recent saved EDBC of the existing program's EDBCs for that month compared to the *prior benefit month* -
 - Prior benefit month* -
There is not a previously existing EDBC for the current Benefit month and there is at least one EDBC for the previous month
OR
There is at least one existing EDBC for the current Benefit month
- the FC primary applicant had the following:
- The same Basic Rate Code as the prior benefit month
 - Their age has increased
 - There is an increase to their FC facility rate (FC_BUDGET.FACILITY_RATE_AMT)

Non-CCR

Action Fragment: 4130, FC_KG_CH_ACTION4

Message Fragment: N/A; there will be no message fragment

Ordering on NOA: Generate this reason following the action fragment.

2.6 Update FC Approval Budget Generation Logic

2.6.1 Overview

The recommendation is updating the FC Budget to generate with another reason.

Known County NOA: This budget exists in CalSAWS

Current NOA Template ID(s): FC_NOA_TEMPLATE (SNIPPET_ID = 3030)

Budget Name: BUDGT_FC_APPROVAL (Fragment ID: 25)

Current Program(s): Foster Care

Current Action Type(s): Approval, Change

Current Fragment Level: Program

Currently Repeatable: No

Existing Languages (13): English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese

2.6.2 NOA Budget Verbiage

No changes to the budget verbiage.

2.6.3 NOA Budget Variable Population

No changes to the variable population.

2.6.4 NOA Budget Fragment Generation

Updates to Fragment Generation

This budget fragment will now generate for the following reasons:

- The new FC Change 'Age Changed' reason from previous Recommendation

New NOA Template ID(s): N

New Program Generation: N

New Action Type: N

Update to Fragment Level: N

Repeatable: N

2.7 Add New FC NOA Discontinuance Reason: Adopted

2.7.1 Overview

The recommendation is adding a new FC Discontinuance NOA reason.

Known County NOA: This reason verbiage is derived from C-IV's reason fragment of: RSN_FC_CHILD_ADOPTED

NOA Template: FC_NOA_TEMPLATE (SNIPPET_ID = 3030)

Program(s): Foster Care

Action Type(s): Discontinuance

Fragment Level: Program

Repeatable: No

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English

2.7.2 NOA Reason Verbiage

Create new reason fragment XDP

Add a new FC NOA reason fragment XDP to display the following verbiage:

NOA Mockups/Examples: See Supporting Documents #2

Description	Text	Formatting*
<STATIC>	This child is no longer eligible to Foster Care because he/she has been adopted.	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

2.7.3 NOA Reason Variable Population

1. Variable Population

There are no variables in the reason's verbiage.

2. Add Fragment Regulations

Add the following regulations derived from C-IV:

CCR Regulations: EAS 45-202.1, 41-100

Non-CCR Regulations: EAS 45-202.1, 41-100

3. Add NOA Title and Footer Reference

The below references and details will be included for this new fragment:

NOA Reference on Document List Page: Adopted

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
CCR	Notice of Action – Discontinued	FC_TN_NOA_TYPE_CCR (3141)
Non-CCR	Notice of Action – Termination	FC_TN_NOA_TYPE (3120)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
CCR	NA 403 (01/22) REQUIRED FORM - SUBSTITUTES PERMITTED
Non-CCR	NA 290 - Termination (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.7.4 NOA Reason Fragment Generation

Add Reason Fragment Generation

- This new reason fragment will generate when EDBC is run for Foster Care (CCR or Non-CCR) and the following are satisfied:
 - The EDBC results with the primary applicant's status of Discontinued
 - The EDBC status reason is 'Adopted' (CT73_88)
- If the FC primary applicant has an MMO child and this child is the only one selected/discontinued for this negative action, suppress this Discontinuance NOA for the MMO child because this MMO child was never eligible to FC on their own and thus doesn't have eligibility to be discontinued from.

CCR

Action Fragment: 4112, FC_KG_TN_ACTION4
 Message Fragment: 5138, FC_TN_MESSAGE1

Non-CCR

Action Fragment: 4158, FC_TN_ACTION6
 Message Fragment: 5138, FC_TN_MESSAGE1

Ordering on NOA: Generate following the Action fragment.

2.8 Add New FC NOA Discontinuance Reason: Transferred to Non-FC Program

2.8.1 Overview

The recommendation is adding a new FC Discontinuance NOA reason.

Known County NOA: This reason verbiage is derived from C-IV's reason fragment of: RSN_CHILD_TRANSFERRED_TO_OTHER_PROGRAM

NOA Template: FC_NOA_TEMPLATE (SNIPPET_ID = 3030)

Program(s): Foster Care

Action Type(s): Discontinuance

Fragment Level: Person

Repeatable: Yes

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English

2.8.2 NOA Reason Verbiage

Create new reason fragment XDP

Add a new FC NOA reason fragment XDP to display the following verbiage:

NOA Mockups/Examples: See Supporting Documents #3

Description	Text	Formatting*
<STATIC>	<PERSON> has been transferred to another cash aid program. You will get another notice about that child's eligibility for that program.	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

2.8.3 NOA Reason Variable Population

1. Add Fragment Variable Population

Add new variables for this reason fragment.

Technical Note: The variable population of this new reason fragment can be derived from the CIV's equivalent fragment, RSN_CHILD_TRANSFERRED_TO_OTHER_PROGRAM.

Variable Name	Population	Formatting*
<PERSON>	Name of the Child.	Arial Font Size 10

	For Example: John Doe	
--	-----------------------	--

*English only; the text in Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: N

2. **Add Fragment Regulations**

Add the following regulations derived from C-IV:

CCR Regulations: EAS 45-302, 45-301, 45-200, 45-202.62

Non-CCR Regulations: EAS 45-302, 45-301, 45-200, 45-202.62

3. **Add NOA Title and Footer Reference**

The below references and details will be included for this new fragment:

NOA Reference on Document List Page: Transfrd to NonFC Pgm

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
CCR	Notice of Action – Discontinued	FC_TN_NOA_TYPE_CCR (3141)
Non-CCR	Notice of Action – Termination	FC_TN_NOA_TYPE (3120)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
CCR	NA 403 (01/22) REQUIRED FORM - SUBSTITUTES PERMITTED
Non-CCR	NA 290 - Termination (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.8.4 NOA Reason Fragment Generation

Add Reason Fragment Generation

- a. This new reason fragment will generate when EDBC is run for Foster Care (CCR or Non-CCR) and the following are satisfied:
 - o The EDBC results with the primary applicant's status of Discontinued
 - o The EDBC status reason is 'Transferred to Non-FC Program' (CT73_CO)

- b. If the FC primary applicant has an MMO child and this child is the only one selected/discontinued for this negative action, suppress this Discontinuance NOA for the MMO child because this MMO child was never eligible to FC on their own and thus doesn't have eligibility to be discontinued from.

CCR

Action Fragment: 4112, FC_KG_TN_ACTION4
Message Fragment: 5138, FC_TN_MESSAGE1

Non-CCR

Action Fragment: 4158, FC_TN_ACTION6
Message Fragment: 5138, FC_TN_MESSAGE1

Ordering on NOA: Generate following the Action fragment.

2.9 Add New FC NOA Discontinuance Reason: Petition Not Filed

2.9.1 Overview

The recommendation is adding a new FC Discontinuance NOA reason.

Known County NOA: This reason verbiage is derived from C-IV's reason fragment of: RSN_FOSTER_CARE_CHILD_REMOVED

NOA Template: FC_NOA_TEMPLATE (SNIPPET_ID = 3030)

Program(s): Foster Care

Action Type(s): Discontinuance

Fragment Level: Person

Repeatable: Yes

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English

2.9.2 NOA Reason Verbiage

Create new reason fragment XDP

Add a new FC NOA reason fragment XDP to display the following verbiage:

Description	Text	Formatting*
<STATIC>	<PERSON> has been transferred to another cash aid program. You will get another notice about that child's eligibility for that program.	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

2.9.3 NOA Reason Variable Population

1. Fragment Variable Population

Add new variables for this reason fragment.

Technical Note: The variable population of this new reason fragment can be derived from the CIV's equivalent fragment, RSN_FOSTER_CARE_CHILD_REMOVED.

Variable Name	Population	Formatting*
<PERSON>	Name of the Child. For Example: John Doe	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: N

2. Add Fragment Regulations

Add the following regulations derived from C-IV:

CCR Regulations: EAS 45-202.4, 45-202.3

Non-CCR Regulations: EAS 45-202.4, 45-202.3

3. Add NOA Title and Footer Reference

The below references and details will be included for this new fragment:

NOA Reference on Document List Page: Petition Not Filed

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
CCR	Notice of Action – Discontinued	FC_TN_NOA_TYPE_CCR (3141)
Non-CCR	Notice of Action – Termination	FC_TN_NOA_TYPE (3120)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
CCR	NA 403 (01/22) REQUIRED FORM - SUBSTITUTES PERMITTED
Non-CCR	NA 290 - Termination (02/14) AFDC-FC

2.9.4 NOA Reason Fragment Generation

Add Reason Fragment Generation

- a. This new reason fragment will generate when EDBC is run for Foster Care (CCR or Non-CCR) and the following are satisfied:
 - o The EDBC results with the primary applicant's status of Discontinued
 - o The EDBC status reason is 'Petition Not Filed' (CT73_91)
- b. If the FC primary applicant has an MMO child and this child is the only one selected/discontinued for this negative action, suppress this Discontinuance NOA for the MMO child because this MMO child was never eligible to FC on their own and thus doesn't have eligibility to be discontinued from.

CCR

Action Fragment: 4112, FC_KG_TN_ACTION4

Message Fragment: 5138, FC_TN_MESSAGE1

Non-CCR

Action Fragment: 4158, FC_TN_ACTION6

Message Fragment: 5138, FC_TN_MESSAGE1

Ordering on NOA: Generate following the Action fragment.

2.10 Add New FC NOA Discontinuance Reason: Didn't Recert License

2.10.1 Overview

The recommendation is adding a new FC Discontinuance NOA reason.

Known County NOA: This reason verbiage is derived from C-IV's reason fragment of: RSN_STATUS_OF_LICENSE

NOA Template: FC_NOA_TEMPLATE (SNIPPET_ID = 3030)

Program(s): Foster Care

Action Type(s): Discontinuance

Fragment Level: Person

Repeatable: Yes

Include NA Back 9: Yes

Forms/NOAs Generated with this NOA: N/A

Languages: English

2.10.2 NOA Reason Verbiage

Create new reason fragment XDP

Add a new FC NOA reason fragment XDP to display the following verbiage:

Description	Text	Formatting*
STATIC	<PERSON> is not eligible to receive a Foster Care payment until your home is licensed or recertified by the Social Worker.	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

2.10.3 NOA Reason Variable Population

1. Add Fragment Variable Population

Add new variables for this reason fragment.

Technical Note: The variable population of this new reason fragment can be derived from the CIV's equivalent fragment, RSN_STATUS_OF_LICENSE.

Variable Name	Population	Formatting*
<PERSON>	Name of the Child. For Example: John Doe	Arial Font Size 10

*English only; the text in Spanish and threshold will generate based on project standards for that language.

Variables Requiring Translations: N

2. Add Fragment Regulations

Add the following regulations derived from C-IV:

CCR Regulations: EAS 45-301, 45-202.5, 45-203.4

Non-CCR Regulations: EAS 45-301, 45-202.5, 45-203.4

3. Add NOA Title and Footer Reference

The below references and details will be included for this new fragment:

NOA Reference on Document List Page: Didn't Recert License

NOA Title:

NOA Type	NOA Title	Fragment Name (ID) to generate Title
CCR	Notice of Action – Discontinued	FC_TN_NOA_TYPE_CCR (3141)
Non-CCR	Notice of Action – Termination	FC_TN_NOA_TYPE (3120)

NOA Title Requires Translations: N

NOA Footer:

NOA Type	NOA Footer
CCR	NA 403 (01/22) REQUIRED FORM - SUBSTITUTES PERMITTED
Non-CCR	NA 290 - Termination (02/14) AFDC-FC

NOA Footer Requires Translations: N

2.10.4 NOA Reason Fragment Generation

Add Reason Fragment Generation

- a. This new reason fragment will generate when EDBC is run for Foster Care (CCR or Non-CCR) and the following are satisfied:
 - o The EDBC results with the primary applicant's status of Discontinued
 - o The EDBC status reason is 'Didn't Recert License' (CT73_AF)
- b. If the FC primary applicant has an MMO child and this child is the only one selected/discontinued for this negative action, suppress this Discontinuance NOA for the MMO child because this MMO child was never eligible to FC on their own and thus doesn't have eligibility to be discontinued from.

CCR

Action Fragment: 4112, FC_KG_TN_ACTION4
 Message Fragment: 5138, FC_TN_MESSAGE1

Non-CCR

Action Fragment: 4158, FC_TN_ACTION6
 Message Fragment: 5138, FC_TN_MESSAGE1

Ordering on NOA: Generate following the Action fragment.

2.11 Automated Regression Test

2.11.1 Overview

Create new automated regression test scripts to generate the following NOA reason/fragments: Discontinuance NOA for 'Child Not In Placement'; Change NOA for 'Age Changed'; Discontinuance NOA for 'Adopted'; Discontinuance NOA for 'Transferred to Non-FC Program'.

2.11.2 Description of Change

Create new regression scripts to verify the NOA reason/fragments generated in the following scenarios:

1. In the context of an ongoing Foster Care case with a Non-CCR rate, end-date the final placement on the last day of the previous month. Run EDBC and verify that:
 - a. The Foster Care program is Discontinued
 - b. A Discontinuance NOA generates containing the 'Child Not In Placement' fragment
2. In the context of an ongoing Foster Care case with a Non-CCR rate, run EDBC for a benefit month where the applicant's age crosses an age-based threshold (ex., age 4 to 5, 8 to 9, 11 to 12, or 14 to 15). Verify that a Change NOA generates containing the 'Age Changed' fragment.
3. In the context of an ongoing Foster Care case, add an adoptive relationship to a secondary case person. Run EDBC and verify that:
 - a. The Foster Care program is Discontinued
 - b. A Discontinuance NOA generates containing the 'Adopted' fragment
4. In the context of an ongoing Foster Care case, add a cash aid program (ex., CalWORKs) with the Foster Care child as an applicant. Run EDBC for both programs and verify that:
 - a. The CalWORKs program is made Active
 - b. The Foster Care program is Discontinued
 - c. A Discontinuance NOA generates containing the 'Transferred to Non-FC Program' fragment

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	NOA	Mockup of new Change NOA	CA 238042 - NonCCR - Change - Age Changed.pdf
2	NOA	Mockup of new Non-CCR Discontinuance NOA	CA 238042 - NonCCR - DS - Adopted.pdf
3	NOA	Mockup of new CCR Discontinuance NOA	CA 238042 - CCR - DS - Transfer to Non-FC Pgm.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.7 CAR-1243	The LRS shall identify case actions that require a notice, NOA, form, letter, stuffer, or flyer, and shall generate that appropriate notice, NOA, form, letter, stuffer, or flyer, using variable case-specific information.	This SCR will add Foster Care NOAs for reasons of: <ol style="list-style-type: none">1. Child Not In Placement (Non-CCR)2. Rate Increase (Non-CCR)3. Rate Decrease (Non-CCR)4. Age Changed (CCR, Non-CCR)5. Adopted (CCR, Non-CCR)6. Transferred to Non-FC Program (CCR, Non-CCR)7. Petition Not Filed (CCR, Non-CCR)8. Didn't Recert License (CCR, Non-CCR) .



California Statewide Automated Welfare System

Design Document

CA-240156

LA County Contact Center Deployment

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/24/2022	1.0	Initial Draft	Nicole Kenny

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1 OVERVIEW

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

1.1 Current Design

Los Angeles County currently maintains their own contact center solution.

1.2 Requests

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

1.3 Overview of Recommendations

1. Continuing Service Center (CSC)
 - a. Claim a new phone number for inbound calls.
 - i. County owned Toll-Free Number will be pointed to this number.
 - b. Build their county specific call flow
 - i. See attached Call Flow (CA-240156 - LA County Call Flow.pdf) for details
 - c. Record new county specific prompts
 - i. See attached Prompts Excel sheet (CA-240156 – LA County Verbiage.xlsx) for details
 - d. Build new Continuing Queues
 - i. See attached Exit Reasons Excel sheet (CA-240156 – LA County Exit Reasons.xlsx) for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached Quick Connects Excel sheet (CA-240156 – LA County Quick Connects.xlsx) for details.
 - g. Holiday Dates
 - i. Upload County Holidays to the Holiday DynamoDB
 - h. Upload Agents
2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept county code 19 as a CalSAWS county
 - i. See attached Call Flow (CA-240156 – LA County RCC Call Flow.pdf) for details
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for County 19
3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back

4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreement Threshold
 - c. Salesforce
 - i. Salesforce will be implemented via SCR CA-243481
 - d. Nuance Security Suite
 - i. Nuance Voice Print Migration will be implemented via SCR CA-243416

1.4 Assumptions

1. List of Agents/Staff will be provided by County
 - a. Agent Template will be provided to county by CalSAWS
2. Historical Call Data will not be migrated to Amazon Connect, Calabrio, or eGain
3. Toll Free Numbers 1-866-613-3777 and 1-877-597-4777 will be ported to Amazon Connect after go-live
 - a. The County is responsible for pointing the Toll-Free numbers to the Amazon Connect phone number
4. County is licensed for 3119 total agents/staff (e.g., including workers, supervisors, managers, etc.)
 - a. This does not cover the RE, GAIN, or Telephonic Signature App employees.
 - b. These will be added at a later date through the County Purchase Process if the County determines that they need access to the Contact Center environment.
5. Automated Outbound reminder calls will be placed to customers that opt into reminder calls
6. Courtesy Call Back feature is at go live and can be disabled through the Administration Page in the Enhanced Call Control Panel.
7. Scheduled Call Back is disabled by default and can be enabled through the Administration Page in the Enhanced Call Control Panel.
8. Email address for RCC contact and, voicemail to be provided by the County
9. County Staff are responsible for creating and maintaining Routing Profiles for their staff.
 - a. Initial Routing Profiles will be created during model office
10. Calls from CBOs, Foster Care, and other County Resources will be routed through the External Party Access line and sent to the EPA specific queue if the caller successfully authenticates
11. This change does not include the LEX Authentication or Welcome bots.
12. Nuance Voice Prints migrating as part of SCR Nuance Voice Print Migration will be implemented via SCR CA-243416 cannot be used in any other county as LA County uses a different pass phrase.

- 13. Post Call Survey is enabled at Go-Live
 - a. Questions must be provided by LA County
- 14. County is responsible for providing list of Holiday Dates
- 15. County security admins are responsible for granting rights to their staff in CalSAWS
 - a. Grant CCPAgent rights to Contact Center Agents
 - b. Grant CCPSupervisor rights to Contact Center Supervisors
 - c. Grant CCPAdmin rights to Contact Center Managers/WFM
 - d. Grant RCC Security Rights to RCC Staff

2 RECOMMENDATIONS

2.1 Continuing Service Center (CSC)

2.1.1 Overview

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

2.1.2 Description of Changes

1. Claim a new phone number (non-toll free) for the Inbound IVR
 - a) County IT are required to point their current toll-free number to this phone number as part of go live
2. Build their County specific Call Flow
 - a) See the attached call flow (CA-240156 - LA County Call Flow) for details.
 - b) Estimated Wait times will play in 5 min increments from 5 mins, through 60 mins.
 - i. If the wait time exceeds 60 mins, play the message "Your wait time is greater than 60 minutes"
3. Record County Specific Prompts
 - a) See verbiage Excel sheet (CA-240156 - LA County Verbiage) for details
 - b) Upload the prompts to an S3 bucket
4. Build new Queues for each program required
 - a) See the attached Queues sheet (CA-240156 - LA County Queue List) for details
5. Set the CSC Inbound Hours
 - a) Self Service Hours: 24/7
 - b) CSC Agents: 7:30 AM – 7:30 PM Monday – Friday, 8:00 AM – 4:30 PM Saturday
 - c) Child Care Queue 8:00 AM – 5:00 PM Monday – Friday
 - d) eICT Queue 7:30 AM to 5:30 PM Monday – Friday
6. Create a Quick Connect for all queues
 - a) See the attached Quick Connects sheet (CA-240156 - LA County Quick Connects List) for details
 - b) A maximum of 500 Quick Connects can be created in Amazon Connect
7. Upload Holiday dates to Holiday DynamoDB table
 - a) See the attached Holiday Dates (CA-240156 - LA County Holiday Dates) for details
8. Upload all Contact Center agents to Amazon Connect
 - a) List of Agents to be provided by Los Angeles County

2.2 Regional Contact Center (RCC)

2.2.1 Overview

Covered California sends Medi-Cal referral calls to Regional Contact Centers.

2.2.2 Description of Changes

1. Update RCC call flow to accept county code 19 as a CalSAWS county
 - a. See the attached call flow (CA-240156 – RCC Call Flow) for details
2. Create new Voicemail box
 - a. The Voicemail box will be used by Covered California agents that call during non-business hours and will be monitored by county staff
 - b. Voicemails will be delivered via e-mail to the address provided by the County
3. Build new RCC Queues
 - a. See the attached queues list for details
4. Create a Generic Worker for County 19. This worker ID will be used by other CalSAWS counties that handle Los Angeles County Covered California calls:
 - a. Create a new Unit to group together project/system administered workers:
 - i. Unit Name = 'System Administered'
 - ii. Unit Type = 'AS' (Administrative Support)
 - iii. Department/Division = 'LS' (Eligibility Services) (**Tech Note:** This is the UNIT.DIV_CODE)
 - iv. Closed Date = high_date (unit is not closed / still open)
Note: The Unit Identif (shown on the front end) will be one that was previously unused in the county but is left for the development team to choose
Note: This Unit will not be editable thru the front end
 - b. Create a new Staff record for the new Generic Worker:
 - i. Stat_Code = 'IN' (In-Active)
 - ii. CLASS_CODE = 'GW' (Generic Worker)
 - iii. FIRST_NAME = <County_Name>
 - iv. MID_NAME = 'Eligibility'
 - v. LAST_NAME = 'Worker'
 - vi. PERMISSION_CODE = NULL (null value means the staff is not reserved as a Collaborator worker or Batch worker i.e., the Staff can be selected as a program worker)
 - vii. TYPE_CODE = 'BA' (Batch)

- viii. TRAIN_COMPL_IND = 'N' (user cannot log into the system)
- c. Create a new Position (POS record) to associate with the new worker:
 - i. Office =
 - ii. System Administered Worker code = '01' (Generic Worker) (**Tech Note:** This is the POS.SYS_ADMIN_CODE)
 - iii. Set the UNIT as the newly created ""System Administered"" Unit
 - iv. Status = 'AC' (Active)
 - v. Max Case Load (POS.MAX_CASE_LOAD_QTY) = NULL (no maximum)
 - vi. System Administered = 'Y' (Yes) (**Tech Note:** This is the POS.SYS_ADMIN_IND)
 - vii. Auto Assign Indicator = Null (not specified)
 - viii. The POS Identif (for the front end) will be one that was previously unused in the county but is left for the development team to choose
 - ix. Assignments Type = Null (Not Specified) **Tech Note:** This is the POS.ASSIGN_TYPE_CODE
 - x. IHSS Referral Auto Assignments = 'N' (No, the position cannot have In-Home Supportive Services (IHSS) referrals automatically assigned to it)
 - xi. System Administered Indicator (POS.SYS_ADMIN_IND) = 'Y' (Yes, System Administered, the Position is not editable thru the front end)
 - xii. Maximum Intake Cases = NULL (The maximum number of intake cases which should be assigned to this office position is not defined)
 - xiii. Type = NULL (POS.Type_Code)
 - xiv. Authorization Threshold = '0' (\$0.00 EDBC authorization threshold)
 - xv. Section = NULL
 - xvi. Assign Queue Indicator = 'N'
 - xvii. SSI Referrals Indicator = 'N' (This Position does not receive SSI Referrals)
 - xviii. AGENCY_POS_XREF_IDENTIF = NULL (**Note:** This column captures DCFS Position identification to identify the DCFS cases)
 - xix. 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.)
- d. Create a phone number in the system for the Generic Worker:
 - i. Set the phone number Type as 'MN' (Main)
 - ii. The Worker Phone # will be the L.A. County IVR # "1-866-613-3777"
- e. Create an email address for the Generic Worker:
 - i. Set the email address Type as 'PR' (Primary)

ii. Set the email address as:

5. Move/re-associate the L.A. County, non-human, Batch Worker positions, **there are 2**, associated to staff records with First Name = "PO19C1188" & First Name = "PO19C1189" both associated staff have Last Name = "Batch" and both positions have System Administered Worker code = '03' (Batch Worker) (**Tech Note:** This is the POS.SYS_ADMIN_CODE)
 - a. From: Unit 'ZZ' (Benefit Match)
 - b. To: the new 'System Administered' Unit
 - c. From: the Office named "LRS Project Office" (OFFICE IDENTIF = '00' and County Code = '19')
 - d. To: the office named "" (OFFICE IDENTIF = '' and County Code = '19')

2.2.3 Overview

The Contact Center solution offers three optional features. They are Web Chat, Click to Call and Post Call Survey. The county must choose if they want to enable these features or not.

2.2.4 Web Chat

1. Los Angeles County has opted out of the Web Chat feature.

2.2.5 Click to Call

1. Los Angeles County has opted out of the Click to Call feature.

2.2.6 Post Call Survey

1. Los Angeles County has opted in for the Post Call Survey feature.
 - a. Post Call Survey questions must be provided by LA County no later than September 30th.

2.2.7 Courtesy Call Back

1. Los Angeles County has opted in for Courtesy Call Back and can be enabled or disabled through the Administration Page.

2.2.8 Scheduled Call Back

1. Los Angeles has opted out of Scheduled Call Back but can enable or disable feature through the Administration Page.

2.3 Third Party Integrations

2.3.1 Overview

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

2.3.2 Description of Changes

1. Add the new Amazon Connect Instance as an ACD in Calabrio One
 - a. Upload Agents into Calabrio One
 - i. Add appropriate security rights to agents, supervisors, and WFM
 - b. Create a new WFM View for Los Angeles County
 - i. This limits the County to view only their resources.
 - c. Set Audio Recording amount to 100% of calls per agent
 - d. Set Screen Recording amount to 100% of calls per agent
 - i. Capture 100% of screens and up to 5 mins of After Call Work. It will be less than 5 mins if the agent puts themselves in Ready and receives a new inbound call.
 - e. Set Recording retention rates
 - i. Standard retention rate is 90 days
 - ii. Tagged recordings retention is 180 days
2. Add the new Amazon Connect Instance in eGain Analytics
 - a. Create logins for Supervisors, and Manager
 - b. Set the CSC Service Level Agreement Threshold to 600 Seconds.
 - c. Set the RCC Service Level Agreement Threshold to 30 Seconds.
3. Integrate Salesforce with eCCP Screen-pop
 - a. Salesforce will be implemented via SCR CA-243481
4. Migrate Nuance voice prints from LA Security Suite to CalSAWS
 - a. Nuance Voice Print Migration will be implemented via SCR CA-243416

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	CSC	Los Angeles County Call Flow	 CA-240156 - LA County Call Flow.pdf
2	CSC	List of LA County Zip Codes for Office Hours and Locations	 CA-240156 - LA zipcode.xlsx
3	CSC	Los Angeles County Exit Reasons	 CA-240156 - LA County Exit Reasons
4	CSC	Los Angeles County Queues	 CA-240156 - Queue List for LA County.xls
5	CSC	Los Angeles County Verbiage	 CA-240156 - LA County Verbiage.xls
6	CSC	Los Angeles County Quick Connects	 CA-240156 - LA County Quick Connects
7	RCC	Regional Call Center Call Flow with LA County included	 CA-240156 - RCC Call Flow_LA.pdf

4 OUTREACH

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

4.1 Enhanced Support

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

4.2 Model Office

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



California Statewide Automated Welfare System

Design Document

CA-241341 – Enable printing of documents in the Imaging workflow

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Robyn Anderson
	Reviewed By	Christopher Vasquez

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

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1 OVERVIEW

1.1 Current Design

Currently, users cannot print documents that are in workflow. They must wait until the document is archived before it can be printed.

1.2 Requests

Sometimes users find a need to re-image a document, or need a hard copy for other reasons while the document is still in workflow. Users have requested the ability to print documents that are in still workflow before archiving.

1.3 Overview of Recommendations

Modify drawer privileges so users with the xx_Export security right can print documents that are in the workflow queues.

1.4 Assumptions

- No code changes will be required.
- No updates to the Hyland system will be required.
- Only users in the existing xx_Export groups (where xx= two digit county code) will be able to print documents in workflow. Any users not in this group will not see a change. This displays as "Imaging Export" in the CalSAWS Security pages.
- Users will only be given permission to print document, they will not have permissions to export documents.

2 RECOMMENDATIONS

2.1 Drawer Privileges

2.1.1 Overview


Changes will be made to the Drawer Privileges for the existing xx_Export group (where xx= two digit county code). Any user in this group will be granted the privilege of printing documents in workflow. Only users in this group will have the rights to print documents.

2.1.2 Description of Changes

For each county, the following changes will be made to the existing xx_Export group:

- Initial_QA drawers for the county, including all office specific queues and department specific queues, will have their drawer privileges updated in the Explore/Folder View section so that the Print Document privilege is enabled
- Records_Correction drawer privileges will be updated in the Explore/Folder View section so that the Print Document privilege is enabled

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Imaging	CA-214027 – Security and Auditing	 CA-214027 CalSAWS-Hyland Se

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-245220

Update FC and KG Batch EDBC Logic to carry
over Pay Code from previous EDBC

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/26/2022	1.0	Initial Draft	Tom Lazio

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1 OVERVIEW

In C-IV, the Foster Care (FC) Batch EDBC logic carried forward the 'Pay Code' that was set in the previous FC EDBC and that functionality is currently not implemented in CalSAWS for FC or Kin-GAP (KG). This SCR will implement similar FC and KG Batch EDBC logic in CalSAWS.

1.1 Current Design

Currently when FC or KG Batch EDBC runs in CalSAWS, it does not set the 'Pay Code' except for Emergency Caregiver Pay Codes.

1.2 Requests

If a 'Pay Code' was set in a previous EDBC, the FC and KG Batch EDBC logic should automatically set the same 'Pay Code' for the current FC and KG EDBCs if no pay code has been determined by the EDBC logic for the current EDBC.

1.3 Overview of Recommendations

1. Add FC Batch EDBC logic to carry over the 'Pay Code' from previous EDBC if no pay code has been determined by the EDBC logic for the current EDBC.
2. Add KG Batch EDBC logic to carry over the 'Pay Code' from previous EDBC if no pay code has been determined by the EDBC logic for the current EDBC.

1.4 Assumptions

1. If the latest FC or KG EDBC 'Pay Code' is a 'null' value or the aid code does not match the prior EDBC aid code, the current FC or KG EDBC 'Pay Code' will be set to a 'null' value.
2. Current Online EDBC functionality of manually setting the 'Pay Code' for FC or KG will not be changed with this SCR; user will still need to set FC or KG EDBC 'Pay Code' manually for Online EDBC.
3. Existing FC and KG EDBCs will not be updated by a batch run or data change request with this SCR.
4. Foster Care program includes ARC aid code cases.

2 RECOMMENDATIONS

2.1 Add Foster Care and Kin-GAP Batch EDBC logic

2.1.1 Overview

Prior to migration, the C-IV FC Batch EDBC functionality carried over the pay code from the previous EDBC without manual intervention. The same FC EDBC Batch functionality used in C-IV will be implemented in CalSAWS.

Authorized Amount Per Aid Code					
Aid Code	Auth Amount	Number of Days	Rate Structure	Placement Type	Pay Code
42	\$ 1,059.00	31	CCR	Nonrelative Extended Family Member Home	Dependent Foster Family Home

Close

This Type 1 page took 0.77 seconds to load.

Figure 2.1.1.1 – Foster Care EDBC Pay Code Example

Also, new KG Batch EDBC functionality will be implemented to carry over the pay code from the previous EDBC without manual intervention.

Pay Code: Legal Guardian			
Delivery Method: *	Immediacy Indicator: *	Issuance Method:	
Mail	Routine	Warrant	
Authorized Amount Per Rate Structure			
Aid Code	Auth Amount	Number of Days	Rate Structure
4F	\$1,059.00	31	CCR

Close

This Type 1 page took 0.66 seconds to load.

Figure 2.1.12 – Kin-GAP EDBC Pay Code Example

2.1.2 Description of Changes

1. Add FC Batch EDBC functionality to set the current EDBC line item 'Pay Code' to the latest 'Accepted and Saved' EDBC line item 'Pay Code' if no Pay Code is determined by EDBC logic and the following are true:
 - i. The program type is 'FC'
 - ii. The EDBC source is 'Batch EDBC Rules'
 - iii. EDBC line item 'Classification Code' is 'FC Aid Code'
 - iv. EDBC FC aid code is the same as the prior EDBC FC aid code.
2. Add KG Batch EDBC functionality to set the current EDBC line item 'Pay Code' to the latest 'Accepted and Saved' EDBC line item 'Pay Code' if no Pay Code is determined by EDBC logic and the following are true:
 - i. The program type is 'KG'
 - ii. The EDBC source is 'Batch EDBC Rules'
 - iii. EDBC KG aid code is the same as the prior EDBC KG aid code.

2.1.3 Programs Impacted

FC

KG

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.14	The LRS shall determine the federal and State claiming amounts, unduplicated person counts, effective begin and end dates, aid code, and information for all payments at the time of the issuance and shall store and maintain the information in an issuance record.	This SCR updates automated FC and KG EDBC batch rules for determining pay code based on previous 'Accepted and Saved' EDBC.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-246339

Add M40 -129B1 to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Pooja Pandey
	Reviewed By	Madhan Kumar

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/18/2022	1.0	Initial Draft	Pooja Pandey

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1 OVERVIEW

The purpose of this change is to add M40 -129B1 (12/90) Approval after Immediate Need Payment to CalSAWS Template Repository.

1.1 Current Design

Currently M40 -129B1 (12/90) Approval After Immediate Need Payment - Approve is not available in CalSAWS Template Repository.

1.2 Requests

Add M40 -129B1 (12/90) Approval After Immediate Need Payment - Approve to CalSAWS Template Repository in English language.

1.3 Overview of Recommendations

Add M40 -129B1 (12/90) Approval After Immediate Need Payment - Approve to CalSAWS Template Repository in English language.

1.4 Assumptions

1. No variables will be populated on the new M40-129B1 (aside from the standard header and footer information).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.
4. SCR CA-247214 will add the threshold languages.

2 RECOMMENDATIONS

2.1 Add M40-129B1 (12/90) – ‘Approval after Immediate Need Payment’ in English Language to CalSAWS

2.1.1 Overview

Add M40-129B1 (12/90) Approval after Immediate Need Payment in English language to CalSAWS.

State Form: M40-129B1 (12/90)

Programs: CalWORKs

Attached Forms: NA 200

Template Description: Approval after Immediate Need Payment

Forms Category: NOA

Template Repository Visibility: All Counties

Languages: English

2.1.2 Form Verbiage

Create M40 - 129B1 XDP

A new XDP will be created for M40-129B1 (12/90).

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Form Title (Document List Page Displayed Name): Approval after Immediate Need Payment

Include NA Back 9: Yes

Imaging Form Name: Approval after Immediate Need Payment

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.1.3 Form Generation Conditions

1. Add NOA M40-129B1 (12/90) Approval after Immediate Need Payment Approve English language to Template Repository

M40 -129B1 (12/90) Approval after Immediate Need Payment is added in English language to the template repository.

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

2. Add Form Control

Add an imaging barcode for M40-129B1.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for M40 -129B1 (12/90) Approval after Immediate Need Payment -Approve.

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

Mailing Options:

Mailing Options	Option for M40-129B1 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for M40-129B1 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	M40 -125B1 (12/90) Approval after Immediate Need Payment	M40-129B1_English.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR- 1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;	M40 -129B1 (12/90)- Approval After Immediate Need Payment will be added in English language.

	<ul style="list-style-type: none"> o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	
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California Statewide Automated Welfare System

Design Document

CA-246389

Add M82-820B to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Thanushree Veereshappa
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/03/2022	1.0	Initial Draft	Thanushree Veereshappa

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1 OVERVIEW

The purpose of this SCR is to add M82-820B (1/02) Application for Mandatory - AU Members - Discontinue to CalSAWS Template Repository.

1.1 Current Design

Currently M82-820B (1/02) Application for Mandatory - AU Members - Discontinue is not available in the CalSAWS Template Repository.

1.2 Requests

Add M82-820B (1/02) Application for Mandatory - AU Members - Discontinue to CalSAWS Template Repository in English Language.

1.3 Overview of Recommendations

Add M82-820B (1/02) Application for Mandatory - AU Members - Discontinue to CalSAWS Template Repository in English language.

1.4 Assumptions

1. All fields (blank or prepopulated) will be editable.
2. No variables will be populated on the new M82-820B (aside from the standard header and footer information).
3. Supporting Documents section references attachments found on JIRA.

2 RECOMMENDATIONS

2.1 Add new M82-820B to CalSAWS in English Language

2.1.1 Overview

The M82-820B form will be added in English Language to CalSAWS.

State Form: M82-820B (1/02)

Programs: CalWORKs

Attached Forms: N/A

Forms Category: NOA

Template Repository Visibility: All Counties

Form Title (Document List Page Displayed Name): Application for Mandatory - AU Members - Discontinue

Imaging Form Name: Application Mandatory AU Members Discont

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

2.1.2 Form Verbiage

Create M82-820B XDP

A new XDP will be added for M82-820B form with version (1/02) in English Language.

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Languages: English.

Include NA Back 9: Yes

Form Mockups/Examples: See supporting document #1

2.1.3 Form Generation Conditions

Add M82-820B (1/02) Application for Mandatory - AU Members - Discontinue to Template Repository

The M82-820B (1/02) Application for Mandatory - AU Members - Discontinue is added only to the Template Repository.

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

Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for the Application M82-820B (1/02).

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

Mailing Options:

Mailing Options	Option for M82-820B
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A

Mailing Options	Option for M82-820B
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Add Form Control

Add an imaging barcode for M82-820B.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for M82-820B Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	M82-820B (1/02) Application for Mandatory - AU Members - Discontinue	M82-820B_English.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms;	M82-820B is being added in English language.

	<ul style="list-style-type: none"> c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; i. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices. 	
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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-246390

Add M82-820C to CalSAWS.

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Kamal Shaker J
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION kkk	AUTHOR
08/01/2022	1.0	Initial Document	Kamal Shaker J

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1 OVERVIEW

This effort will add M82-820C (1/02) to CalSAWS Template Repository in English language.

1.1 Current Design

Currently, M82-820C (1/02) Eligible Child Left Home - Discontinue is not available in CalSAWS Template Repository.

1.2 Requests

Add M82-820C (1/02) Eligible Child Left Home - Discontinue in English language to CalSAWS Template Repository.

1.3 Overview of Recommendations

Add M82-820C (1/02) Eligible Child Left Home - Discontinue in English language to CalSAWS Template Repository.

1.4 Assumptions

1. No variables will be populated on the M82-820C (aside from the standard header and footer information).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.
4. SCR CA-251074 will add Threshold languages once they are available in the CDSS website.

2 RECOMMENDATIONS

2.1 Add M82-820C (1/02) Eligible Child Left Home - Discontinue in English languages to CalSAWS

2.1.1 Overview

Add M82-820C (1/02) in English language to CalSAWS.

State Form: M82-820C (1/02)

Programs: CalWORKs

Attached Forms: N/A

Template Description: Eligible Child Left Home - Discontinue

Forms Category: NOA

Template Repository Visibility: All Counties
Languages: English

2.1.2 Form Verbiage

Create M82-820C (1/02) XDP's in English language

A new xdp will be created for M82-820C.

Form Header: CalSAWS Standard Header#1

Form Title (Document List Page Displayed Name): Eligible Child Left Home
– Discontinue

Include NA Back 9: Yes

Imaging Form Name: Eligible Child Left Home - Discontinue

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.1.3 Form Generation Conditions

1. **Add M82-820C (1/02) in English threshold language to Template Repository**

M82-820C (1/02) is added in English language to the template repository.

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

2. **Add Form Control**

Add an imaging barcode for M82-820C (1/02).

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

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

The following are the print and mailing requirements for M82-820C (1/02).

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

Mailing Options:

Mailing Options	Option for M82-820C Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for M82-820C Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	M82-820C (1/02)	M82_820C_EN.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;m. Withdrawal forms;n. COLA notices;o. Time limit notices;p. Transitioning of aid notices;	M82-820C (1/02) are added in English language.

	<p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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CalSAWS

California Statewide Automated Welfare System

Design Document

CA-246391

Add M89-110 to CalSAWS

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Kamal Shaker J
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/01/2022	1.0	Initial Document	Kamal Shaker J

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1 OVERVIEW

This effort will add M89-110 (1/98) to CalSAWS Template Repository in English and all available language.

1.1 Current Design

Currently, M89-110 (1/98) Exemptions to MAP Reductions, Change – Exempt is not available in CalSAWS.

1.2 Requests

Add M89-110 (1/98) Exemptions to MAP Reductions, Change – Exempt in English and available threshold language to CalSAWS Template Repository.
Languages include: English, Spanish, Chinese, Russian, Vietnamese.

1.3 Overview of Recommendations

Add M89-110 (1/98) Exemptions to MAP Reductions, Change – Exempt in English and following threshold language: Spanish, Chinese, Russian, Vietnamese.

1.4 Assumptions

1. No variables will be populated on the M89-110 (aside from the standard header and footer information).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add M89-110 (1/98) - Exemptions to MAP Reductions in English and available threshold languages to CalSAWS

2.1.1 Overview

Add M89-110 (1/98) in English and available threshold languages to CalSAWS.

State Form: M89-110 (1/98)

Programs: CalWORKs

Attached Forms: N/A

Template Description: Exemptions to MAP Reductions - Change - Exempt

Forms Category: NOA

Template Repository Visibility: All Counties

Languages: English, Spanish, Chinese, Russian, Vietnamese

2.1.2 Form Verbiage

Create M89-110 (1/98) XDP's in English and threshold languages

Threshold Languages: Chinese*, Russian, Spanish and Vietnamese.

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

Form Header: CalSAWS Standard Header#1

Form Title (Document List Page Displayed Name): Exemptions to MAP Reductions - Change – Exempt

Include NA Back 9: Yes

Imaging Form Name: Exemptions MAP Reduction Change Exempt

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.1.3 Form Generation Conditions

1. **Add M89-110 (1/98) in English and available threshold languages to Template Repository**

M89-110 (1/98) is added in English and available threshold languages to the template repository.

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

2. **Add Form Control**

Add an imaging barcode for M89-110.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

3. Add Form Print Options and Mailing Requirements

The following are the print and mailing requirements for M89-110 (1/98).

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

Mailing Options:

Mailing Options	Option for M89-110 Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for M89-110 Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	M89-110 (1/98)	M89_110_EN.pdf M89_110_SP.pdf M89_110_RS.pdf M89_110_VI.pdf M89_110_CH.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	<p>The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including:</p> <ul style="list-style-type: none">a. Appointment notices;b. Redetermination, Recertification, and/or Annual Agreement notices and forms;c. Other scheduling notices (e.g., quality control, GR hearings, and appeals);d. Periodic reporting notices;e. Contact letters;f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site;g. Information notices and stuffers;h. Case-specific verification/referral forms;i. GR Vendor notices;k. Court-mandated notices, including Balderas notices;l. SSIAP appointment notices;	M89-110 (1/98) are added in English and all available threshold languages.

	<p>m. Withdrawal forms;</p> <p>n. COLA notices;</p> <p>o. Time limit notices;</p> <p>p. Transitioning of aid notices;</p> <p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective NOAs on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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California Statewide Automated Welfare System

Design Document

SCR CA-246434 – Imaging Updates for API Store Documents

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Chris Vasquez
	Reviewed By	Avinda Bandaranayake

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR

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1 OVERVIEW

1.1 Current Design

Currently the Imaging System does not currently automate document data population based on case number and county code combinations.

1.2 Requests

Add support to the FDS API for Imaging Document store to support automatically updating payloads of store calls

1.3 Overview of Recommendations

1. Update the FDS Store API to update the Case UID and Case Name of a store payload leveraging the Case Number and x-county-code header values when the value is 01 – 58
2. Update the FDS API to support route and append

1.4 Assumptions

- All documents received via this API solution will be processed/converted as Color or Black and White images based on Capture Information provided during upload via OCR. Images bypassing OCR will not be converted.
- The documents sent will contain all required fields based on API requirements and business use case
- The existing functionality of Perceptive Experience works best with .tif or .png file types. Other file types can display in the Imaging Solution if the browser supports the file type (e.g. .PDF,.docx, etc.). Unsupported file types would need to be downloaded and viewed locally with other software
- 8MB File Size Limit – Per existing requirements
- Consumers of the API will need to perform existing "append" and "route" subsequent calls per business needs

2 RECOMMENDATIONS

Add support to the FDS API for Imaging Document store to support automatically updating payloads of store calls

2.1 FDS API Changes

2.1.1 Description of Changes

1. Ensure that Custom Properties "Bundle ID", "Capture Information" and "Origin" are defined and optional values to be passed
2. If the x-county-code header is '00', then the consumer of the X-App-Id can access the data from all the counties
3. Update the Case UID (Field1) and Case Name (Field3) values of a payload based on the Case Number and x-county-code header values when the value is 01 – 58
4. Add control logic that will check the county code custom key parameter.
 - a. If the x-county-code header is '00' or missing then
 1. Validate that the county code custom key parameter matches the drawer's name
 1. If county code custom key parameter is sent but is different than the header value, see validation 5.a below.
 2. If the county code custom key is missing, then it will be added to match the drawer's name
 - b. If the x-county-code header value is 01 – 58
 1. Check if the county code custom key parameter is also sent.
 2. If county code parameter is sent and is the same value as the header parameter use the header value for the endpoint operation in addition to other values provided for retrieval of the data
 3. If county code custom key parameter is sent but is different than the header value, see validation 5.a below
 1. If county code custom key parameter is not sent use the header value for the endpoint operation in addition to other values provided for retrieval of the data.
5. Add validation messaging
 - a. 403 Forbidden: Cannot access data for a different county
6. Add support for the Route and Append API to be called via FDS

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

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

6 OUTREACH

7 APPENDIX

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-247248

Document Routing Rules - Same Worker for
Multiple Programs and Select Multiple Programs

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/11/2022	1.0	Version 1	Mayuri Srinivas, Vallari Bathala

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7.2 Programs/Program Statuses17

1 OVERVIEW

This design outlines modifications to the CalSAWS System Document Routing functionality.

1.1 Current Design

When creating a Document Routing Rule on the Document Routing Rule Detail page in the CalSAWS System, if the rule requires multiple program configurations, the User must complete the Document Routing Rule Program Detail page individually for each program.

Currently, Document Routing Rule processing will create and assign a Task for each Program/Worker that is configured within the Document Routing Rule which may result in a single worker receiving multiple Tasks (one per program) for a single imaged document.

1.2 Requests

Allow multi-select of Programs and Statuses on the Document Routing Rule Program Detail page.

When processing Tasks, if a single worker will receive multiple Tasks from the same imaged document, apply a program hierarchy so the worker only receives a single Task.

1.3 Overview of Recommendations

1. Update Document Routing Rule Detail page to include an Edit button for Program Based Rules.
2. Update the Document Routing Rule Program Detail page to allow for multi-select of Programs and Statuses and include the "REP" Program.
3. Update Document Routing Rule processing to generate a single Task per worker in the scenario of a worker receiving multiple Tasks for a single imaged document.

1.4 Assumptions

1. This enhancement will not make any modifications to existing Document Routing Rules.
2. The modifications defined in this document are general to Document Routing Rule functionality for all CalSAWS Counties.

2 RECOMMENDATIONS

This section will outline recommendations to update Task Management functionality for imaged document routing configurations in the CalSAWS System.

2.1 Document Routing Rule Detail Page

2.1.1 Overview

This section outlines modifications needed to the Document Routing Rule Detail page.

2.1.2 Document Routing Rule Detail Page Mockup

Document Routing Rule Detail

* - Indicates required fields

Save And Return

Cancel

Name: *

Status:

Active

Created By:
Barry Salisbury

Notes:

Document Type(s)

Additional Form(s)

Number	Name
<input type="checkbox"/> CW/CF RE Packet	CalWORKs/CalFresh RE Packet

Remove

Add

Task Information

Task Type: *

CF/CW RD Packet Received

Due Date:

After Number of Calendar Days

Number of Calendar Days: *

Long Description:
{Document Type} {Form Number} {Form Name} was received. Scan Source: {Scan Source} Scan Date: {Applicable Date} Received Date: {Received Date}

Assignment Type:
☒ Program Based Rule(s) ☐ Specific Bank

Program(s) *

Program	Program Status	Distribution Type	Worker	Bank
<input type="checkbox"/> CalWORKs	Active	Office Distribution		<div>Edit</div>
<input type="checkbox"/> CalWORKs	Discontinued	Office Distribution		<div>Edit</div>
<input type="checkbox"/> CalFresh	Active	Office Distribution		<div>Edit</div>
<input type="checkbox"/> CalFresh	Discontinued	Office Distribution		<div>Edit</div>

Remove

Add

Additional Options

☐ Suppress task for upcoming customer appointment
☐ Suppress task for scanning worker

Save And Return

Cancel

Figure 2.1.2-1 – Document Routing Rule Detail Page Mockup: Edit Mode

2.1.3 Description of Changes

The Document Routing Rule Detail page will allow a User to configure assignment information for resulting Tasks based on specific Program/Status combinations.

1. Program(s) **(Required)**

- a. **BUTTON:** Edit – Update the page to also display this button when the page is in Edit mode and there exists at least one row within the panel. Clicking this button will navigate to the Document Routing Rule Program Detail page in Edit mode for the row.
- b. **Programs** – Display the value of this field as hyperlink in any page mode when there exists at least one row within the panel. Clicking this link will navigate the User to the Document Routing Rule Program Detail page in the context of the selected Program Based Rule.
- c. Modify the functionality of the Program(s) panel to display as expanded by default when the page is in Edit mode and the Assignment Type is “Program Based Rule(s)”.

2.1.4 Page Validations

N/A.

2.1.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing – This page can be accessed via the Document Routing Rule List page.

2.1.6 Security Updates

N/A.

2.1.7 Page Mapping

N/A.

2.1.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.2 Document Routing Rule Program Detail Page

2.2.1 Overview

This section outlines modifications needed to the Document Routing Rule Program Detail page which can be accessed from the Document Routing Rule Detail page. This page will allow a User to configure Task assignment information by Program and Program Status.

2.2.2 Document Routing Rule Program Detail Page Mockup

Document Routing Rule Program Detail

* - Indicates required fields

Program Information

Program: *

- Select -
- CalFresh
- Cal-Learn
- CalWORKs
- CAPI
- CFET
- Child Care
- Foster Care
- General Assistance/General Relief
- GROW
- Medi-Cal

Program Status:

- Select -
- Active
- Denied
- Deregistered
- Discontinued
- Exempt
- Good Cause
- Ineligible
- Non-Comp
- Pending
- Sanction

Distribution Type: *

- Select -

Save And Return Cancel

Save And Return Cancel

Figure 2.2.2-1 – Document Routing Rule Program Detail Page Mockup: Edit Mode

2.2.3 Description of Changes

The Document Routing Rule Program Detail page will allow a User to configure assignment information for resulting Tasks based on specific Program/Status combinations.

1. Program – Update this field to be multi-selectable when the page is in Create mode.
 - a. Add "REP" as a selectable value
2. Program Status – Update this field to be multi-selectable when the page is in Create mode. Display complete list of Statuses available to all Programs. This field does not dynamically change upon selection of one or more Programs.
3. The multi-select fields provide a method for Program-based rules to be created for multiple Program/Program Status combinations by

completing the page a single time. When the User selects one or more Program values and one or more Program Status values, on Save of the page, one entry will be created per unique combination. Once the entries are created, any subsequent edits to the entry will be specific to a single Program/Program Status combination.

- a. Example: Using Figure 2.2.2-1, if the User selects the Programs of CalWORKs and CalFresh with the Statuses of Active and Discontinued, on Save and Return of the page, the following entries will be created within the Program(s) Section of the Document Routing Rule Detail Page as follows:
 - i. CalWORKs – Active
 - ii. CalWORKs – Discontinued
 - iii. CalFresh – Active
 - iv. CalFresh – Discontinued

2.2.4 Page Validations

1. "Program Status – One or more of the selected Status(es) do not apply to one or more of the selected Program(s)."
 - a. Add a validation to display when a User attempts to save the Document Routing Rule Program Detail page when one or more selected Program Status(es) do not apply to one or more of the selected Program(s). Refer to Section 7.2 for a complete list of Programs and corresponding Program Statuses.

2.2.5 Page Location

- **Global:** Admin Tools
- **Local:** Admin
- **Task:** Document Routing – This page can be accessed via the Document Routing Rule List page.

2.2.6 Security Updates

N/A.

2.2.7 Page Mapping

N/A.

2.2.8 Page Usage/Data Volume Impacts

There are no expected page usage/volume impacts.

2.3 Document Routing Rule Processing

2.3.1 Processing

Currently, Document Routing Rule processing will create and assign a Task for each Program/Worker that is configured within the Document Routing Rule which may result in a single worker receiving multiple Tasks (one per program).

1. Update the Document Routing Rule processing to apply a program hierarchy when a Worker would receive multiple Tasks for a single imaged document. (Reference Appendix Section 7.1 for the program hierarchy that will be applied). If processing determines that a Worker will receive multiple Tasks for the same imaged document, the program hierarchy processing will identify the highest priority program for the Worker to associate the Task to. The result is that the Worker will receive a single Task associated to the highest priority program.
This modification will not prevent Workers from receiving Tasks, it simply prevents a Worker from receiving multiple Tasks for same imaged document.

2.3.2 Examples

1. A Case has the programs CalWORKs, CalFresh, and Medi-Cal. CalWORKs is assigned to Worker A. CalFresh is assigned to Worker B. Medi-Cal is assigned to Worker C.

Program	Worker	Result
CalWORKs	Worker A	CalWORKs Task Assigned to Worker A
CalFresh	Worker B	CalFresh Task Assigned to Worker B
Medi-Cal	Worker C	Medi-Cal Task Assigned to Worker C

Result: Because each program has a unique Worker, a Task will be created for each Program/Worker.

2. A Case has the programs CalWORKs, CalFresh, and Medi-Cal. CalWORKs and CalFresh are assigned to Worker A. Medi-Cal is assigned to Worker B.

Program	Worker	Result
CalWORKs	Worker A	

CalFresh		CalWORKs Task Assigned to Worker A
Medi-Cal	Worker B	Medi-Cal Task Assigned to Worker B

Result: The Program hierarchy logic will be applied to CalWORKs and CalFresh, identifying CalWORKs as the highest priority program for Worker A. This will create a single CalWORKs Task for Worker A and a single Medi-Cal Task for Worker B.

3. A Case has the programs CalWORKs, CalFresh, and Medi-Cal. CalWORKs, CalFresh, and Medi-Cal are assigned to Worker A.

Program	Worker	Result
CalWORKs	Worker A	CalWORKs Task Assigned to Worker A
CalFresh		
Medi-Cal		

Result: The Program hierarchy logic will be applied to the three programs, identifying CalWORKs as the highest priority Program. This will create one CalWORKs Task for Worker A.

3 SUPPORTING DOCUMENTS

N/A

4 REQUIREMENTS

N/A

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

7.1 Program Hierarchy

Hierarchy Order	Program(s)
1	CalWORKs
2	General Assistance/General Relief, GA/GR Automated Solution
3	CAPI
4	RCA
5	Foster Care
6	Kin-GAP
7	AAP
8	CalFresh
9	Nutrition Benefit
10	Disaster CalFresh
11	Medi-Cal
12	REP
13	GROW, GA/GR Employment Services

7.2 Programs/Program Statuses

Program(s)	Status(es)
CalWORKs	Active
CalFresh	Denied
CAPI	Discontinued
Foster Care	Ineligible
Medi-Cal	Pending
RCA	
Nutrition Benefit	
General Assistance (Managed)	
General Assistance (Non-Managed)	

GA/GR Automated Solution General Assistance/General Relief	
Child Care	Active Denied Discontinued Pending
Cal-Learn	Active Deferred Discontinued Exempt Good Cause Pending
CFET	Active Deferred Deregistered Exempt Good Cause Pending Sanction
WTW REP	Active Deregistered Exempt Good Cause Non-Comp Pending Sanction
GROW GA/GR Employment Services	Active Deregistered Non-Comp Pending Sanction



California Statewide Automated Welfare System

Design Document

CA-247426

Add the M40-129B (11/09) version to the
Template Repository and add the Threshold
Languages

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Ajay Agrawal
	Reviewed By	Lianel Richwin

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/1/2022	1.0	Initial Draft	Ajay Agrawal

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1 OVERVIEW

This effort will add M40-129B (11/09) Full Payment- Immediate Need-Approve in English and all available threshold languages to CalSAWS Template Repository.

1.1 Current Design

Currently, M40-129B (11/09) is not available in CalSAWS Template Repository.

1.2 Requests

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.

1.3 Overview of Recommendations

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.

1.4 Assumptions

1. No variables will be populated on the new M40-129B (11/09) (aside from the standard header and footer information).
2. All fields (blank or prepopulated) will be editable.
3. Supporting Documents section references attachments found on Jira.

2 RECOMMENDATIONS

2.1 Add M40-129B in English and available threshold languages in CalSAWS.

2.1.1 Overview

Add the new M40-129B (11/09) Form in English and available threshold languages in CalSAWS.

State Form: M40-129B (11/09)

Programs: CalWORKs

Attached Forms: NA 200

Template Description: Full Payment-Immediate Need-Approve

Forms Category: NOA

Template Repository Visibility: All Counties

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

2.1.2 Form Verbiage

Create M40-129B (11/09) XDP

A new XDP will be created for the M40-129B (11/09).

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

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

Form Header: CalSAWS Standard Header (HEADER_1_EN)

Form Title (Document List Page Displayed Name): Full Payment - Approve

Include NA Back 9: Yes

Imaging Form Name: Full Payment-Immediate Need-Approve

Imaging Document Type: Notification/NOA

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #1

2.1.3 Form Generation Conditions

1. **Add The M40-129B (11/09) Full Payment-Immediate Need-Approve form to Template Repository**

The M40-129B (11/09) Full Payment-Immediate Need-Approve is added only to the Template Repository.

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

2. **Add Form Control**

Add an imaging barcode for M40-129B (11/09).

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

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

The following are the print and mailing requirements for M40-129B (11/09) Full Payment-Immediate Need-Approve.

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

Mailing Options:

Mailing Options	Option for M40-129B
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A
Mail Priority	Same Day Priority

Additional Options:

Requirement	Option for M40-129B Form
Post to Self-Service Portal	Y

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	M40-129B Threshold Languages	M40_129b_English.pdf M40_129b_Chinese.pdf M40_129b_Russian.pdf M40_129b_Spanish.pdf M40_129b_Arabic.pdf M40_129b_Armenian.pdf M40_129b_Cambodian.pdf M40_129b_Farsi.pdf M40_129b_Hmong.pdf M40_129b_Korean.pdf M40_129b_Lao.pdf M40_129b_Tagalog.pdf M40_129b_Vietnamese.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.3 CAR-1239	The LRS shall produce various notices, s, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in	M40-129B (11/09) are being added in English and all available available threshold languages

	<p>worker, telephone hours or Local Office Site;</p> <p>g. Information notices and stuffers;</p> <p>h. Case-specific verification/referral forms;</p> <p>i. GR Vendor notices;</p> <p>k. Court-mandated notices, including Balderas notices;</p> <p>l. SSIAP appointment notices;</p> <p>m. Withdrawal forms;</p> <p>n. COLA notices;</p> <p>o. Time limit notices;</p> <p>p. Transitioning of aid notices;</p> <p>q. Interface triggered forms and notices (e.g., IFDS, IEVS);</p> <p>r. Non-compliance and sanction notices;</p> <p>s. Benefit issuance and benefit recovery forms and notices, including reminder notices;</p> <p>t. Corrective s on State Fair Hearing decisions;</p> <p>u. CSC paper ID cards with LRS-generated access information; and</p> <p>v. CSC PIN notices.</p>	
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California Statewide Automated Welfare System

Design Document

CA-249988

Add threshold languages CW Time Limit Forms

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Prajwal Honneshappa
	Reviewed By	Kavitha M R

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/11/2022	1.0	Initial Draft	Prajwal Honneshappa

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1 OVERVIEW

This effort is to add all the available threshold languages for CW time limit forms.

1.1 Current Design

Currently, the system has only English language in CalSAWS for CW 2184 and CW2186A.

1.2 Requests

1. Add the CW 2184 form in all available Threshold languages to the latest version CW 2184 (04/2021)

Languages include:

Arabic, Hmong, Lao, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese.

2. Update English and add the CW 2186A form in all available Threshold languages to the latest version CW 2186A (04/2021)

Languages include:

Arabic, Hmong, Lao, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese.

1.3 Overview of Recommendations

1. Add the latest version of CW 2184 (04/2021) in the following Threshold languages: Arabic, Hmong, Lao, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese.
2. Update English to match the latest version of CW 2186A (04/2021) and add the following Threshold languages: Arabic, Hmong, Lao, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese.

1.4 Assumptions

1. Print options for threshold forms will remain the same as the print options for English form.
2. There are no changes to the generation logic of these forms. All triggers for the new threshold forms will be the same as the existing English forms.
3. All fields (blank or prepopulated) will be editable.
4. Supporting Documents section references attachments found on Jira.
5. SCR CA-224269 implemented the English language for CalWORKs Time Limit Forms CW 2184 and CW 2186A to the newest version.

2 RECOMMENDATIONS

2.1 Add Threshold Languages to CW 2184 (04/2021) in CalSAWS

2.1.1 Overview

This section will cover the requirements for adding the CW 2184 forms in available threshold languages.

State Form: CW 2184 (04/2021)

Current Programs: CalWORKs Program

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All counties

Existing Languages: English

Template Description: This form is issued when the CalWORKs 60-month Time Limit Notice of Actions is sent out.

Imaging Form Name: CW 60-Month Time Limit

Imaging Document Type: Time Limit Documents

2.1.2 Form Verbiage

Create CW 2184 for Threshold Languages

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

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

Form Mockups/Examples: See Supporting Documents #1

Form Header: CalSAWS Standard Header #3

Include NA BACK 9: No

2.1.3 Form Variable Population

Field Mappings: N/A

2.1.4 Form Generation Conditions

Form Print/Mailing Options

Threshold forms will have the same Form Print/Mailing Options as their corresponding English forms.

Print Options:

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

Mailing Options:

Mailing Options	Option for CW 2184 Form
Mail-To (Recipient)	N/A
Mailed From (Return)	N/A
Mail-back-to Address	N/A
Outgoing Envelope Type	N/A
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CW 2184 Form
Post to Self-Service Portal	N

2.2 Update English and Add Threshold Languages to CW 2186A (04/2021) in CalSAWS

2.2.1 Overview

This section will cover the requirements for updating existing English CW 2186A form to meet latest state version and adding the CW 2186A forms in available threshold languages.

State Form: CW 2186A (04/2021)

Current Programs: CalWORKs, Welfare To Work

Current Attached Forms: N/A

Current Forms Category: Forms

Current Template Repository Visibility: All counties

Existing Languages: English

Template Description: This form is used by a customer to request exemption from the Welfare to Work and CalWORKs programs.

Imaging Form Name: CW Exemption Request Form

Imaging Document Type: CalWORKs (CW)

2.2.2 Form Verbiage

Create CW 2186A XDP's for Threshold Languages and update existing CW 2186A English XDP

Existing English XDP will be updated to meet latest state version and new XDPs will be created for the Form CW 2186A (04/2021). The form will have 2 impressions, the first impression will be a coversheet with the standard header and the second impression will be CW 2186A State form.

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

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

Form Mockups/Examples: See Supporting Documents #2

Form Header: CalSAWS Standard Header #1

Include NA BACK 9: Yes

2.2.3 Form Variable Population

Field Mappings: Use the same field mappings as the English Form for existing population logic.

2.2.4 Form Generation Conditions

Form Print/Mailing Options

Threshold forms will have the same Form Print/Mailing Options as their corresponding English forms.

Print Options:

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

Mailing Options:

Mailing Options	Option for CW 2186A Form
Mail-To (Recipient)	Applicant selected on the document parameters page.
Mailed From (Return)	Worker's Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

Form Control:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	Y

Additional Options:

Requirement	Option for CW 2186A Form
Post to Self-Service Portal	N

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	CW 2184 Threshold Languages	CW2184.zip
2	Forms	CW 2186A Threshold Languages	CW2186A.zip

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.18.3.1 CAR-1237	<p>The LRS shall automatically generate the following correspondence online or in the batch process, as a result of individual and/or case action initiated by the LRS or by COUNTY-specified Users, except when exempt due to program requirements:</p> <ul style="list-style-type: none">a. Adverse notices (includes: decrease, collection, denial, or termination of benefits);b. Non-adverse notices (includes: approval, increase in benefits, no change, and rescission); andc. Non-approval notices (includes: cancellation, withdrawal, informational, and benefit issuance).	CW Time Limit Forms is being added in all available threshold languages.



California Statewide Automated Welfare System

Design Document

CA-250443

High availability for Portal Service Office Mapping API

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Sumeet Patil
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/21/2022	1.0	Initial Draft	Sumeet Patil

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1 OVERVIEW

This SCR describes the design of the CalSAWS Portal API to be made available during planned or unplanned maintenance windows of CalSAWS Production system.

1.1 Current Design

CalSAWS Portal service serves Office Mapping API which is consumed by BenefitsCal application to route applications to correct office. During planned or unplanned maintenance of CalSAWS system, the Office Mapping API is unavailable, and this results in large number of applications received through BenefitsCal to be routed to the default office.

1.2 Requests

The CalSAWS Portal Office Mapping API to be available during planned or unplanned maintenance of CalSAWS system.

1.3 Overview of Recommendations

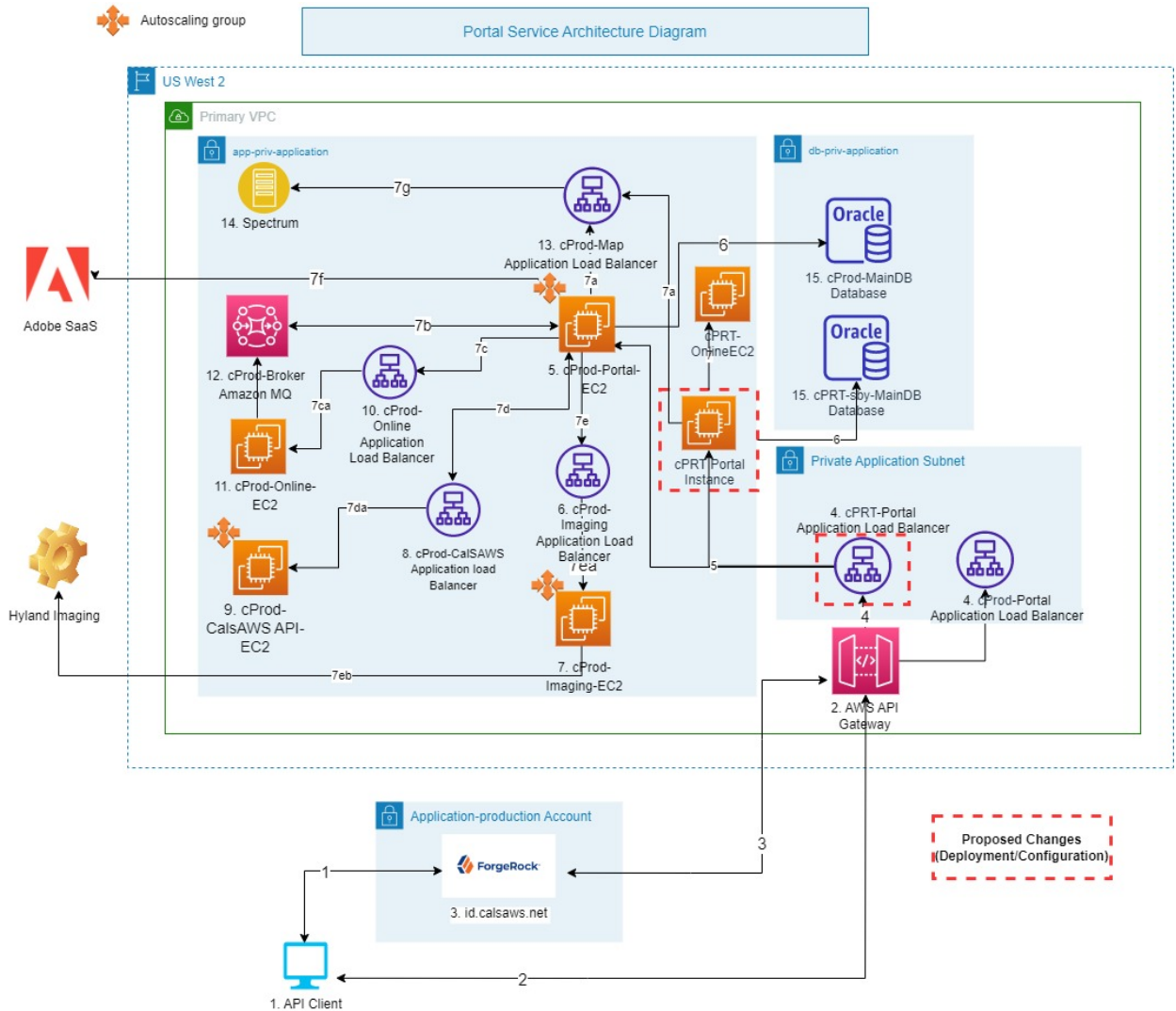
During planned or unplanned maintenance of CalSAWS system, configure Production Portal AWS API to serve requests using PRT Portal service.

1.4 Assumptions

The PRT environment is routinely refreshed shortly before any system outage. If a worker updates office information after the copy to PRT and before the system outage, there will be some outdated information for office mapping.

2 RECOMMENDATIONS

1. Build and deploy a Portal Service for PRT environment.
2. During planned or unplanned maintenance configure Production Portal AWS API Gateway to redirect the Office Mapping requests to PRT Portal Service. All other requests will be blocked, and response code 404 will be returned for those requests.
3. The PRT Portal Service will integrate with CalSAWS Portal online application and Production Spectrum server to serve the Office Mapping requests.



3 SUPPORTING DOCUMENTS

N/A

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

N/A

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

N/A

6 OUTREACH

N/A

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-250700

Update THP-NMD Housing Supplement
Custodial Rates for San Mateo, San Joaquin
and San Luis Obispo Counties

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Tom Lazio
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/28/2022	1.0	Initial Draft	Tom Lazio

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1 OVERVIEW

The Transitional Housing Placement for Non-Minor Dependent (THP-NMD)" Housing Supplement custodial rates for San Mateo, San Joaquin and San Luis Obispo Counties were updated based on the draft ACL values. This SCR will update the THP-NMD Housing Supplement Custodial rates with the final ACL 22-59 values for these three counties.

1.1 Current Design

The current THP-NMD Housing Supplement custodial rates for San Mateo, San Joaquin and San Luis Obispo Counties were updated with SCR CA-242908 based on the draft ACL rates.

1.2 Requests

The THP-NMD Housing Supplement custodial rates for San Mateo, San Joaquin and San Luis Obispo Counties need to be updated with the final ACL 22-59 rate values.

1.3 Overview of Recommendations

1. Update THP-NMD Housing Supplement custodial rates for San Mateo, San Joaquin and San Luis Obispo Counties with the final ACL 22-59 rate values.
2. Generate listing of THP-NMD impacted cases.

1.4 Assumptions

1. No batch run will be needed with this SCR.

2 RECOMMENDATIONS

2.1 Update THP-NMD Housing Supplement Custodial Rates San Mateo, San Luis Obispo and San Joaquin Counties

2.1.1 Overview

The THP-NMD Housing Supplement custodial rates for San Mateo, San Joaquin and San Luis Obispo Counties were updated with SCR CA-242908 based on the draft ACL rates. These custodial rates need to be updated based on the latest ACL 22-59 rates.

2.1.2 Description of Changes

1. Update the THP-NMD Housing Supplement custodial rates for San Joaquin (CT10748_39), San Luis Obispo (CT10748_40) and San Mateo (CT10748_41) effective 9/1/2022 with the following values based on the latest ACL 22-59:

COUNTY/CODE NAME	CUSTODIAL RATE (CP)
San Joaquin THP-NMD Rates	\$4,081
San Luis Obispo THP-NMD Rates	\$4,525
San Mateo THP-NMD Rates	\$5,720

2.1.3 Programs Impacted

FC

3 OUTREACH

3.1 Lists

List Name: List of impacted THP-NMD Cases with Housing Supplement Custodial rates

List Criteria:

List of FC cases that met the following criteria at any time on or after 9/1/2022:

- Physical Address County of the NMD is either San Joaquin, San Luis Obispo or San Mateo.
- NMD TYPE from the Rate Detail page is CUSTODIAL PARENT
- PLACEMENT TYPE from the Child Placement page is THP+FC.

Standard Columns:

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

Additional Column(s): N/A

Frequency: One-time

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2022>CA-250700