

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-210234

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

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
3/8/2022	1.0	Initial Version	Jimmy Tu
10/11/2022	1.1	Content Revision – Moving Fund Codes and IPT to SCR CA-236332.	Jimmy Tu

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1 OVERVIEW

1.1 Current Design

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

1.2 Requests

Update the system to only allow replacements due to Scam once every 36 months.

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

1.3 Overview of Recommendations

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

1.4 Assumptions

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

2 RECOMMENDATIONS

2.1 Issuance Detail Page

2.1.1 Overview

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

2.1.2 Issuance Detail Page Mockup

Issuance Detail

*- Indicates required fields

Affidavit

Save

Cancel

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

Control Number:	Category: Supplemental Benefit	Benefit/Service Month: 02/2022
Case Number: [REDACTED]	Case Name: Case Name	
Program: CalWORKs	Sub-Category: Replacement Benefit	

Payee Information

Payee: *	Payee Address:	Reference:	Secondary Payee:	Use Between Payees:
[REDACTED]	[REDACTED]			

Basic Information

Issuance Method: *	Immediacy: *	Payment Amount: *	Invoice Number:
EBT	Rush	733.00	
Issue Date: 05/02/2022	Available Date: 02/01/2022	Account Number: 19L552107000017	
Status: *	Status Reason:	Electronic Theft Type: *	
Awaiting Approval (L2) - Replace	EBT Theft	AB 2313 - Scam	
Related Issuance:			
[REDACTED]			

Figure 2.1.1 – Issuance Detail Page Mockup

2.1.3 Description of Changes

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

2.1.4 Page Location

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

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

Security Group	Group Description	Group to Role Mapping

2.1.6 Page Mapping

None.

2.1.7 Page Usage/Data Volume Impacts

None.

2.2 Fund Code Determination

2.2.1 Overview

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

2.2.2 Description of Changes

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

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

2.3 County Interface Partner Testing

2.3.1 Overview

County Interface partner testing for new fund codes.


2.3.2 Description of Changes

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

2.3.3 Counties Impacted

Los Angeles

3 SUPPORTING DOCUMENTS

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

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

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-223907

ACL 20-129 CF 1239 (12/20) CalFresh Notice of
Approval/Termination Transitional Benefits

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Daniel Rosales
	Reviewed By	Tiffany Huckaby

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/11/2021	0.1	Initial Draft	Daniel Rosales
08/16/2021	0.2	Peer Review comments and fixes	Daniel Rosales
12/1/2021	0.3	Changed Recommendation #4	Daniel Rosales
10/30/2022	0.4	Added Assumption # 4	Daniel Rosales

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1 OVERVIEW

This effort will update the CF 1239 to the newest State version (12/20).

1.1 Current Design

The CF 1239 (5/13) exists in the CalSAWS Template Repository in English and Spanish. The CF 1239 (5/13) is also implemented as a NOA generated from EDBC in English and Spanish.

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

1. The Template Repository version of the CF 1239 will only have population of the standard header and NA Back 9. No additional variable population will be included for the Template Repository version.
2. This effort is not updating any NOA/form generation conditions.
3. SCR CA-233619 will add the following threshold languages for the CF -1239 NOA: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Filipino, and Vietnamese.
4. Mockups on State Website include a 2-page NA Back 9. Production is currently still using a single page NA Back 9. The mock ups have been modified to display the single page NA Back 9 instead of the 2 page version.

2 RECOMMENDATIONS

2.1 Update Form CF 1239 – CalFresh Notice Of Approval/Denial/Termination Transitional Benefits

2.1.1 Overview

Update the CF 1239 in the Template Repository in English and Spanish to match the 12/20 version. Add the CF 1239 (12/20) in the following languages provided: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Filipino, Vietnamese. Update the form's title.

State Form: CalFresh Notice Of Approval/Denial/Termination Transitional Benefits (5/13)

Current Programs: CalFresh

Current Attached Forms: None

Current Forms Category: NOA

Current Template Repository Visibility: All Counties

Existing Languages: English, Spanish

2.1.2 Form/NOA Verbiage

Update CF 1239 XDP

Update the CF 1239 for English and Spanish. Add the form in Threshold Languages. Update form title with the new Form Title in Template Repository.

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

Form Title: CalFresh Notice Of Approval/Termination Transitional Benefits

Include NA Back 9: Yes, uses current CalSAWS version

Form Mockups/Examples: See Supporting Documents #1

Update Form Regulations

The "Rules" have been amended to reference the federal regulations until the state regulations are finalized to read: Rules: These rules apply: Title 7 CFR §273.26-§273.32

Commented [CB1]: Will the CF 1239 form/NOA be viewable in the self service portal if the customer selects e-NOAs? If not, we need to add that and update the doc with that info. Also, what about imaging?

Commented [DR2]: include old revision

Commented [TH3]: Are the Regulations a variable? if not i'd just make a note of this in the Form/NOA Verbiage Section.

Commented [TH4]: make sure to reference your attached file in Supporting Documents #1.

2.1.3 Form/NOA Variable Population

N/A – This effort is not updating variable population. It currently should only populate standard header and NA-Back 9 fields.

2.1.4 Form/NOA Generation Conditions

Add/Update Form Print/Mailing Options

Post to Self Service Portal (SSP): Y

2.2 Update NOA Reason Fragment for Transitional CalFresh Approved

2.2.1 Overview

Update NOA Reason Fragment for Transitional CalFresh Approved (CF_AP_TFS_APPROVED_F615) to match the updated CF 1239 (12/20) version.

Reason Fragment Name and ID: CF_AP_TFS_APPROVED_F615 (Fragment ID: 7216)

State Form/NOA: Derived from CF 1239

Current NOA Template: CF_NOA_TEMPLATE (Fragment ID: 3027)

Current Program(s): CalFresh

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: None

Existing Languages: English, Spanish

2.2.2 Form/NOA Verbiage

Update CF AP TFS APPROVED F615 Fragment XDP

Update the CF_AP_TFS_APPROVED_F615 fragment with new verbiage in English and Spanish.

Updated Languages: English and Spanish.

Form Mockups/Examples: See Supporting Documents #2

Commented [TH5]: this is Supporting Documents #2, correct?

Commented [TH6]: make sure to reference your attached file in Supporting Documents #1.

Description	Existing Text	Updated Text	Formatting*
Static Section	Because you CalWORKs case has been closed, you will get Transitional CalFresh benefits. You will get Transitional CalFresh benefits starting <ApprovalDate> and ending <EndDate>. This replaces your previous certification period. Your Transitional CalFresh benefits will end after 5 months unless your household recertifies.	Because your CalWORKs case has been closed, you will get Transitional CalFresh benefits. You will get Transitional CalFresh benefits starting <ApprovalDate> and ending <EndDate>. This replaces your previous certification period. A change to your benefit amount is due to the loss of CalWORKs income. Your Transitional CalFresh benefits will end after 5 months unless your household recertifies for CalFresh.	Arial – Size 10

2.2.3 Form/NOA Variable Population

Currently when generated in the context of a case, the form has the following prepopulated variables: ApprovalDate and EndDate. This effort does not bring any updates to the form variable population. There will be an update to the NOA regulations to match the ones included in the newest State version of the CF 1239 (12/20).

Add/Update NOA Regulations

The “Rules” have been amended to reference the federal regulations until the state regulations are finalized to read: Rules: These rules apply: Title 7 CFR §273.26-§273.32

Note: See recommendation 2.4 for additional NOA Fragments where these regulations are being updated.

2.2.4 Form/NOA Generation Conditions

[This effort is not updating generation conditions.]

Commented [DR7]: Add generation conditions.

2.3 Update NOA Message Fragment for Transitional CalFresh Approvals

2.3.1 Overview

Update Message Fragment for Transitional CalFresh Approval (CF_AP_MESSAGE4) to match the updated CF 1239 (12/20) version.

Message Fragment Name and ID: CF_AP_MESSAGE4 (Fragment ID: 5025)

State Form/NOA: Derived from CF 1239

Current NOA Template: CF_NOA_TEMPLATE (Fragment ID: 3027)

Current Program(s): CalFresh

Current Action Type: Approval

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: None

Existing Languages: English, Spanish

2.3.2 Form/NOA Verbiage

Update CF AP MESSAGE4 Fragment XDP

Update the CF_AP_MESSAGE4 fragment with new verbiage in English and Spanish.

Updated Languages: English and Spanish.

Form Mockups/Examples: See Supporting Documents #2

Description	Existing Text	Updated Text	Formatting*
Static Section	<p>Reporting: You are encouraged to report if you change your address. Households that get Transitional CalFresh benefits do not have to turn in a reporting form.</p> <p>Recertification: You will get a notice when it is time to recertify at the end</p>	<p>Reporting: • Households that get Transitional CalFresh benefits are not required to report or provide verification for any household changes until the end of the Transitional CalFresh period or at recertification.</p> <p>• The County will not act on household</p>	<p>Arial – Size 10</p> <p>The first word, "Reporting:" will be in Bold Arial Size 10 Font.</p> <p>The word "Recertification:" listed after the second bullet will be in Bold</p>

Commented [TH8]: make sure to reference your attached file in Supporting Documents #1.

Commented [TH9]: Supporting Documents #3, correct?

Commented [TH10]: we need to include the formatting of all the verbiage listed.

Commented [TH11R10]: "The first word, "Reporting:" will be in Bold Arial Size 10 Font.

Commented [TH12R10]: "The word "Recertification:" listed after the second bullet will be in Bold Arial Size 10 Font."

	<p>of the 5-month Transitional CalFresh period.</p> <ul style="list-style-type: none"> You may ask to recertify for regular CalFresh at any time during the Transitional CalFresh period. If you ask to recertify during the first four months of the Transitional CalFresh period and the regular CalFresh benefits are lower than the current Transitional CalFresh amount, you may withdraw your request for recertification. If you apply and are approved for CalWORKs and regular CalFresh, you will have a new certification period. Eligibility for Transitional CalFresh will end when the CalWORKs and regular CalFresh benefits are approved, even if your 5 months have not ended. 	<p>changes that you report during the 5 month Transitional CalFresh period. However, you are encouraged to tell the county if you change your address.</p> <p>Recertification:</p> <ul style="list-style-type: none"> If you have a decrease in income, an increase in expenses or a change in household size before the end of the 5 month Transitional CalFresh period, you may recertify early because your CalFresh benefits may increase. You may ask to recertify for regular CalFresh at any time during the Transitional CalFresh period. If you ask to recertify during the first four months of the Transitional CalFresh period, your regular CalFresh benefits may be lower than the current Transitional CalFresh amount. You may withdraw your request to recertify if you believe that your benefits will go down. If you do not recertify during the Transitional CalFresh period, you will get a notice when it is time to recertify. If you apply and are approved for CalWORKs during the Transitional CalFresh period, you must recertify for CalFresh. Transitional CalFresh will end 	<p>Arial Size 10 Font.</p>
--	--	---	----------------------------

		when the CalWORKs and regular CalFresh benefits are approved, even if your 5 months have not ended. You will have a new CalFresh certification period.	
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2.3.3 Form/NOA Variable Population

N/A – This effort is not adding variable population to this fragment.

2.3.4 Form/NOA Generation Conditions

[This effort is not updating generation conditions.]

Commented [DR13]: Add generation conditions.

2.4 Remove NOA Message Fragment for Transitional CalFresh Termination

2.4.1 Overview

The NOA Message fragment for Transitional CalFresh Termination does not apply as it contains reporting and recertification verbiage for TCF. Remove Message Fragment for Transitional CalFresh Termination (CF_TN_MESSAGE6) that are associated with the CF APRVD AND TCF FAIL, CW APRVD AND TCF FAIL, and CW Restored TCF Fail NOAs.

Message Fragment Name and ID: CF_TN_MESSAGE6 (Fragment ID: 5095)

State Form/NOA: Derived from CF 1239

Current NOA Template: CF_NOA_TEMPLATE (Fragment ID: 3027)

Current Program(s): CalFresh

Current Action Type: Termination

Current Reasons: CF_TN_APPRVD_CF_FAILED_TFS_F619 (Fragment ID: 6485),

CF_TN_APPRVD_CW_FAILED_TFS_F620 (Fragment ID: 6486),

CF_TN_CW_RSTR_TCF_FAIL_F631 (Fragment ID: 6114)

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: None

Existing Languages: English, Spanish

2.4.2 Form/NOA Verbiage

Remove CF_AP_MESSAGE4 Fragment XDP

Remove the CF_AP_MESSAGE4 fragment that are associated with the CF APRVD AND TCF FAIL, CW APRVD AND TCF FAIL, and CW Restored TCF Fail NOAs in English and Spanish.

Updated Languages: English and Spanish.

Form Mockups/Examples: See Supporting Documents #3,

Commented [TH14]: make sure to reference your attached file in Supporting Documents #1.

Commented [TH15]: Supporting Documents #3, correct?

Description	Existing Text
Static Section	<p>Reporting: You are encouraged to report if you change your address. Households that get Transitional CalFresh benefits do not have to turn in a reporting form.</p> <p>Recertification: You will get a notice when it is time to recertify at the end of the 5-month Transitional CalFresh period.</p> <ul style="list-style-type: none">• You may ask to recertify for regular CalFresh at any time during the Transitional CalFresh period. If you ask to recertify during the first four months of the Transitional CalFresh period and the regular CalFresh benefits are lower than the current Transitional CalFresh amount, you may withdraw your request for recertification.• If you apply and are approved for CalWORKs and regular CalFresh, you will have a new certification period. Eligibility for Transitional CalFresh will end when the CalWORKs and regular CalFresh benefits are approved, even if your 5 months have not ended.

2.4.3 Form/NOA Variable Population

N/A – This effort is not adding variable population to this fragment.

2.4.4 Form/NOA Generation Conditions

Remove Message Fragment for Transitional CalFresh Termination (CF_TN_MESSAGE6) that are associated with the CF APRVD AND TCF FAIL, CW APRVD AND TCF FAIL, and CW Restored TCF Fail NOAs.

2.5 Update NOA Title Population for CW/CF Restored Transitional CalFresh Terminations

2.5.1 Overview

The NOA title fragment for CW/CF Restored Transitional Calfresh Termination does not apply as it currently reads as 'CALFRESH NOTICE OF APPROVAL' (Fragment ID: 3101). Update the title to populate as 'CALFRESH NOTICE OF TERMINATION OF TRANSITIONAL BENEFITS' (Fragment Id: 3132) in English and Spanish.

Title Fragment Name and ID: CF_AP_NOA_TYPE (Fragment ID: 5095)

State Form/NOA: Derived from CF 1239

Current NOA Template: CF_NOA_TEMPLATE (Fragment ID: 3027)

Current Program(s): CalFresh

Current Action Type: Termination

Current Reasons: CF_TN_CW_RSTR_TCF_FAIL_F631 (Fragment ID: 6114)

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: None

Existing Title Languages: Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Filipino, Vietnamese

2.5.2 Form/NOA Verbiage

The title on the NOA populates as a Variable/Fragment. The new title will read as 'CALFRESH NOTICE OF TERMINATION OF TRANSITIONAL BENEFITS'.

2.5.3 Form/NOA Variable Population

1. Update NOA Title

Update the title to populate as 'CALFRESH NOTICE OF TERMINATION OF TRANSITIONAL BENEFITS' (Existing Fragment Id: 3132) in English and Spanish for the reason CF_TN_CW_RSTR_TCF_FAIL_F631 (Fragment ID: 6114) appearing on the CW/CF Restoration TCF Failure NOA.

NOA Title: CALFRESH NOTICE OF TERMINATION OF TRANSITIONAL BENEFITS (Existing Fragment Id: 3132).

Updated Languages: English, Spanish

2.5.4 Form/NOA Generation Conditions

N/A – This effort is not adding/updating generation conditions for CW/CF Restored Transitional CalFresh Terminations.

2.6 Update Regulations for existing CF 1239 NOA Fragments

2.6.1 Overview

Update Regulations for the following fragments:

- CF_TN_APPRVD_CF_FAILED_TFS_F619
- CF_TN_APPRVD_CW_FAILED_TFS_F620
- CF_TN_CW_RSTR_TCF_FAIL_F631

*Note: Recommendation 2.1.3 recommends updating regulations for CF_TN_APPRVD_CF_FAILED_TFS_F619. In total this effort is updating regulations for 4 fragments.

Fragment Names and IDs:

- CF_TN_APPRVD_CF_FAILED_TFS_F619 (Fragment ID: 6485)
- CF_TN_APPRVD_CW_FAILED_TFS_F620 (Fragment ID: 6486)
- CF_TN_CW_RSTR_TCF_FAIL_F631 (Fragment ID: 6114)

Known County NOA: Derived from CF 1239

Current NOA Template: CF_NOA_TEMPLATE (Fragment ID: 3027)

Current Program(s): CalFresh

Current Action Type: Termination

Current Fragment Level: Program

Currently Repeatable: N

Include NA Back 9: Y

Current Forms/NOAs Generated with this NOA: None

Existing Languages: English, Spanish

Commented [TH16]: Ple CW REstored TCF Failase include mockups of the other NOA reasons being updated. The committee won't know what these are referring to without an example. You can just generate or pull from AT environment and update the regulations.

2.6.2 Form/NOA Verbiage

NA- This effort is not updating verbiage for these fragments.

Form Mockups/Examples: See Supporting Documents #3, 4, and 5

Commented [TH17]: make sure to reference your attached file in Supporting Documents #1.

Commented [TH18]: Supporting Documents #3, correct?

2.6.3 Form/NOA Variable Population

Add/Update NOA Regulations

The "Rules" have been amended to reference the federal regulations until the state regulations are finalized to read: Rules: These rules apply: Title 7 CFR §273.26-§273.32

2.6.4 Form/NOA Generation Conditions

[This effort is not updating generation conditions for these fragments.]

Commented [DR19]: Add generation conditions.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Correspondence	CF 1239 (English) Form	CF1239_EN.pdf
2	Correspondence	TCF APPROVED NOA – Includes updated reason and message fragments and updated regulations	TCF APPROVED NOA.pdf
3	Correspondence	CF APRVD AND TCF FAIL NOA - Regulations for fragment CF_TN_APPRVD_CF_FAILED_TFS_F619	CF APRVD AND TCF Fail.pdf
4	Correspondence	CW APRVD AND TCF FAIL NOA - Regulations for fragment CF_TN_APPRVD_CW_FAILED_TFS_F620	CW APRVD AND TCF Fail.pdf
5	Correspondence	CW Restored TCF Fail NOA- Regulations for fragment CF_TN_CW_RSTR_TCF_FAIL_F631	CW Restored TCF Fail.pdf

Commented [CB20]: Fail

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; 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. 	<p>ACL 20-129 is requiring an update to CF 1239 to its most recent revision (12/20).</p>

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-225996

ACL 21-52 Update CF 285, Add CF 285A, Cover
Letter and Pre-Populated Application Source

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong, Tom Lazio, Andrea Rodriguez
	Reviewed By	Priya Sridharan, Prakash Thota, Naga Chinduluru

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/20/2021	1.0	Initial Draft	Phong Xiong
04/29/2022	2.0	Added Section 2.1 and assumption # 6	Tom Lazio
05/24/2022	2.1	Added Section 2.6, 2.7, and 2.8	Andrea Rodriguez
07/28/2022	3.0	Updated as per Client Correspondence Committee Review	Phong Xiong
08/09/2022	4.0	Added clarification to Section 2.1.2.2.b to include both 'Safe at Home' and 'Safe at Home Case Flag'	Tom Lazio
08/09/2022	4.1	Removed threshold languages for CF 285 in section 2.2	Phong Xiong
08/23/2022	5.0	Content Revision – Clarified mailing priority for the CF 285A and CF 285A Application Packet. Removed PUB 520 template repository information. Added assumption #8.	Phong Xiong
09/30/2022	5.1	Design Clarification – Updating Outgoing Envelope Type from Full Size Flat Mail to Half Size Flat Mail	Phong Xiong
10/04/2022	5.2	Design Clarification – Removing Imaging Form information in section 2.5.2	Phong Xiong
11/04/2022	6.0	Content Revision 2 – Updating the headers for the migration counties for sections 2.4 and 2.6	Phong Xiong

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1 OVERVIEW

Batch job PB00R1948 generates the CF 285 for all counties for potentially eligible individuals for CalFresh benefits. For LA County, a solicitation letter (PA 6174) is also sent for potentially eligible CalFresh households alongside the CF 285. The CalSAWS system will no longer send the solicitation letter for LA County. The CF 285 will be updated to match the latest State version as provided by ACL 21-70. A new form, the CF 285A, will also be implemented.

1.1 Current Design

At the time of a Medi-Cal renewal, the system runs the CalFresh non-financial and financial eligibility rules, using the income and expense details available at the time of approving the Medi-Cal program. The System generates a pre-populated CF 285 (6/19) (CA-228332) in batch (batch job PB00R1948) when a Medi-Cal household is potentially eligible for CalFresh benefits for all counties. Additionally, the existing job has functionality to skip the CalFresh Eligibility test when there is CAPI or GA on the Medi-Cal case.

1.2 Requests

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

1.3 Overview of Recommendations

1. Update CalFresh Solicitation Letter rules with the following:
 - a. Exclude Minor Consent cases, Safe at Home cases, and Foster Care Medi-Cal cases.
 - b. Include Medi-Cal cases that also has CalWORKs only, CAPI or General Assistance programs.
2. Update the CF 285 to match the most current version from CDSS and make the pre-populated fields editable in the template repository.

- a. The CF 285 also exists in the TNB 4 RE packets.
- 3. Remove the PA 6174 for LA County.
- 4. Add new CF 285A into CalSAWS.
- 5. Add new PUB 520 into CalSAWS.
- 6. Create new CF 285A Application Packet.
- 7. Update Medi-Cal RE batch job to generate the CF 285A Application Packet.
- 8. Add an application source of "Pre-Populated CalFresh".

1.4 Assumptions

- 1. The CF 285 also exists in the TNB 4 RE Packet.
- 2. The CF 285 will be replaced in the Medi-Cal RE batch job (PB00R1948) by the CF 285A Application Packet.
 - a. The CF 285 can now only be generated via template repository.
- 3. The CF 285 and CF 285A can be generated as a blank template or pre-populated from the template repository. All variable fields for the CF 285 and CF 285A are editable when generated from the template repository.
 - a. SCR CA-248361 will add the threshold languages for the CF 285A and PUB 520.
- 4. Medi-Cal program persons who are also active on Managed GR, Non-Managed GR or GAGR Automated Solution will not be skipped for CF 285A Application packet batch job generation.
- 5. The Reports impact related to the addition of the new application source of "Pre-Populated CalFresh" will be handled by SCRs CA-234730 and CA-227569. These SCRs are to be implemented in the system prior to the implementation of SCR CA-225996.
- 6. This SCR will introduce the new application source of "Prepopulated CalFresh" into the system; however, the Source drop down will be made a required field with SCR CA-246284 and the change is expected to be implemented at the time of this SCR's release.
- 7. SCR CA-248901 will implement the CF 285 (04/21) threshold languages into the Template Repository.
- 8. The PUB 520 will not be added into the Template Repository. It will only be available when the CF 285A Application Packet is generated.

2 RECOMMENDATIONS

2.1 Update CalFresh Solicitation Letter Requirements for Medi-Cal Program Persons

2.1.1 Overview

When EDBC is run on Medi-Cal cases, CalSAWS checks for CalFresh eligibility in order to set the form indicator flag that is picked by the correspondence batch job PB00R1948 to generate the CF 285A Application Packet. These rule checks exclude Medi-Cal persons who also receive benefits from other programs such as Cash Assistance Program for Immigrants (CAPI) or LA General Assistance (GA). The regulations do not support this condition so the functionality will be modified to not skip the CalFresh Eligibility test for Medi-Cal program persons who are also active on CAPI or GA programs.

Currently, Medi-Cal persons who are on Minor Consent, Safe at Home, and Foster Care Medi-Cal cases are included in the CF 285 form generation. Per CRPC 2296, these persons should be excluded from CF 285A Application Packet generation.

2.1.2 Description of Changes

1. Modify the CF 285A form generation rules to no longer skip CalFresh eligibility test for Medi-Cal program persons who are aided on the following programs:
 - a. California Work Opportunity and Responsibility to Kids (CalWORKs) only
 - b. Cash Assistance Program for Immigrants (CAPI)
 - c. LA General Assistance/General Relief (GA)

2. Exclude Medi-Cal program person(s) from the CalFresh eligibility checks for CF 285A form generation who meet any of the following conditions:
 - a. Is receiving Minor Consent aid.
 - b. On a case that is flagged as 'Safe at Home' or 'Safe at Home Case Flag'
 - c. Is active on a Foster Care program.

2.1.3 Programs Impacted

Medi-Cal
CalFresh

2.2 Updates to the CF 285 – Application for CalFresh Benefits

2.2.1 Overview

The CF 285 is the application used for applying for CalFresh benefits.

State Form: CF 285 (04/2021)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Application

Current Template Repository Visibility: All

Existing Languages: English and Spanish

2.2.2 Form Verbiage

The verbiage of the CF 285 will be updated as described in the table below to match the 04/2021 State version.

Update Form XDP

Updated Languages: English, Spanish

Form Mockups/Examples: See supporting document #1

Existing Verbiage	Updated Verbiage	Location in Document
You can also apply for CalFresh or other programs online by going to http://www.benefitscal.org/ . You can see if you may be eligible by going to http://www.cdss.ca.gov/foodstamps/PG849.htm .	You can also apply for CalFresh or other programs online by going to http://www.benefitscal.com/	Page 1 First paragraph under “How Do I Apply?”
For a list of locations near you that accept EBT please go to: https://www.ebt.ca.gov or https://www.snapfresh.org .	For a list of locations near you that accept EBT please go to: https://www.ebt.ca.gov	Page 2 Fourth bullet under “How do I get/use my CalFresh benefits?”
To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form,	To file a program complaint of discrimination, complete	Page 6

<p>(AD 3027) found online at http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or contact your County's Civil Rights Coordinator, or write a letter addressed to USDA and provide in the letter all of the information requested in the form or write to California Department of Social Services (CDSS) address below.</p>	<p>the USDA Program Discrimination Complaint Form, (AD 3027) found online at https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint, and at any USDA office, or contact your County's Civil Rights Coordinator, or write a letter addressed to USDA and provide in the letter all of the information requested in the form or write to California Department of Social Services (CDSS) address below. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:</p>	<p>"Nondiscrimination Statement"</p>
--	---	--------------------------------------

2.2.3 Form Generation Conditions

1. Updates to Form Generation

The CF 285 will no longer be generated via batch job PB00R1948.

The CF 285 will only be available in the template repository.

The CF 285 is included in the TNB 4 RE Packet; it will also be updated with the above changes.

2. Update Form Print/Mailing Options

All print options are currently available for this form.

Additional Options:

Electronic Signature: Yes

Electronic Signature (IVR/Text): Yes

Check to Sign: No

Post to Self Service Portal (SSP): Yes

2.3 Updates to PA 6174 – CalFresh Solicitation Letter

2.3.1 Overview

The PA 6174 is the CalFresh Solicitation Letter that is used only by LA County as a cover sheet to inform a customer they may be eligible for CalFresh benefits. It is currently only used by LA County and generated via batch. It can also be generated in the Template Repository.

State Form: PA 6174 (09/2017)

Current Programs: CalFresh

Current Attached Form(s): None

Current Forms Category: Form

Current Template Repository Visibility: LA County

Existing Languages: English

2.3.2 Form Verbiage

There are no updates in this section for this form.

2.3.3 Form Variable Population

There are no updates in this section for this form.

2.3.4 Form Generation Conditions

1. Updates to Form Generation

Remove the PA 6174 from generating via batch job PB00R1948.
Remove the PA 6174 from the Template Repository.

2.4 Add New CF 285A – Prepopulated Application for CalFresh Benefits

2.4.1 Overview

The CF 285A is generated when a case is potentially eligible for CalFresh Benefits during Medi-Cal renewal for Medi-Cal beneficiaries.

State Form: CF 285A (11/21)

Programs: CalFresh

Attached Forms: None

Forms Category: Application

Template Repository Visibility: All counties

Languages: English and Spanish

2.4.2 Form Verbiage

Create Form XDP

Form Header: Header_1 (CalSAWS Standard Header) & Header_BRM for LA County

RD_MIG_Header (Central Print Envelope Header) & Header_BRM for Migration Counties

Form Title (Document List Page Displayed Name): Prepopulated Application for CalFresh Benefits

Form Number: CF 285A

Include NA Back 9: No

Imaging Form Name: Prepopulated Application for CF Benefits

Imaging Document Type: Application

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #2

Note: Mockups from supporting documents only show the Header for LA County. Mockups generally do not contain header as we are not making any changes to any of the headers used for the forms.

2.4.3 Form Variable Population

The CF 285A will follow the variable population logic of the existing CF 285 as implemented in SCR CA-207112.

2.4.4 Form Generation Conditions

1. Add Form to Template Repository

The CF 285A will be implemented into the Template Repository.

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

2. Add Form Control

Add the following barcodes to the CF 285A.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

3. Add Form Print Options and Mailing Requirements

The mailing priority for the CF 285A is the same as the CF 285, mailing priority 05.

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:

Mail-To (Recipient): Applicant
 Mailed From (Return): Sending Office
 Mail-back-to Address: BRM
 Outgoing Envelope Type: Half Size Flat Mail
 Return Envelope Type: BRM

Additional Options:

Special Paper Stock: None
 Enclosures: None
 Electronic Signature: Yes
 Electronic Signature (IVR/Text): Yes
 Check to Sign: No
 Post to Self Service Portal (SSP): Yes

2.5 Add New PUB 520 – CalFresh Prepopulated Application Informational Flyer

2.5.1 Overview

The new PUB 520 will inform households of their potential CalFresh eligibility, define CalFresh, explain why they are receiving the CF 285A, and describe how to apply for CalFresh.

State Form: PUB 520 (11/21)
Programs: CalFresh
Attached Forms: None
Forms Category: Forms
Template Repository Visibility: N/A
Languages: English and Spanish

2.5.2 Form Verbiage

Create Form XDP

A new XDP will be created for the PUB 520 flyer.

Form Header: None
Form Title (Document List Page Displayed Name): N/A
Form Number: PUB 520
Include NA Back 9: No
Imaging Form Name: N/A
Imaging Document Type: N/A
Imaging Case/Person: N/A
Form Mockups/Examples: See supporting document #3

2.5.3 Form Variable Population

There is no variable population logic for this form.

2.5.4 Form Generation Conditions

1. Add Form Control

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

2.6 Add New CF 285A Application Packet Recommendation

2.6.1 Overview

This new packet will be generated via batch (PB00R1948) and Template Repository. It will include the PUB 520 and CF 285A.

State Form: N/A

Programs: CalFresh

Attached Forms: None

Forms Category: Application

Template Repository Visibility: All counties

Languages: English and Spanish

2.6.2 Form Verbiage

Create Form XDP

A new XDP will be created for the CF 285A Application Packet. The packet contains the following forms in the following order:

Forms
PUB 520
CF 285A

Form Header: CalSAWS Standard Coversheet (CSF 147) & Header_BRM for LA County

RD_MIG_Header (Central Print Envelope Header) & Header_BRM for Migration Counties

Form Title (Document List Page Displayed Name): CalFresh CF 285A Application Packet

Form Number: CF 285A Application Packet

Include NA Back 9: No

Imaging Form Name: CalFresh CF 285A Application Packet

Imaging Document Type: CalFresh (CF)

Imaging Case/Person: Case

Form Mockups/Examples: See supporting document #4

Note: Mockups from supporting documents only show the Header for LA County. Mockups generally do not contain header as we are not making any changes to any of the headers used for the forms.

2.6.3 Form Variable Population

The variable population of the forms in this packet will follow their respective form variable population logic as mentioned in sections 2.4.3 and 2.5.3.

2.6.4 Form Generation Conditions

1. Add Form Generation

The CF 285A Application Packet will be generated via batch job PB00R1948.

The generation conditions of batch job PB00R1948 remains the same, the CF 285 that is generated will be replaced by the new CF 285A Application Packet.

The packet will be used by all counties.

2. Add Form to Template Repository

The CF 285A Application Packet will be implemented into the Template Repository.

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

3. Add Form Control

Add the following barcodes to the CF 285A Application Packet.

Tracking Barcode	BRM Barcode	Imaging Barcode
N	Y	Y

4. Add Form Print Options and Mailing Requirements

The mailing priority for the CF 285A Application Packet is the same as the CF 285, mailing priority 05.

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:

Mail-To (Recipient): Applicant
Mailed From (Return): Sending Office
Mail-back-to Address: BRM
Outgoing Envelope Type: Half Size Flat Mail
Return Envelope Type: BRM

Additional Options:

Special Paper Stock: None
Enclosures: None
Electronic Signature: Yes
 Electronic Signature (IVR/Text): Yes
 Check to Sign: No
Post to Self Service Portal (SSP): Yes

2.7 Application Registration Summary

2.7.1 Overview

The Application Registration page allows a user to register an application for a potential participant/beneficiary. This SCR adds "Pre-Populated CalFresh" as an option to the Source drop-down.

2.8 New/Reapplication Detail

2.8.1 Overview

The New/Reapplication Detail page displays detailed application information for a specific case. This SCR adds “Pre-Populated CalFresh” as an option to the Source drop-down.

2.8.2 New/Reapplication Detail Mockup

New / Reapplication Detail

* - Indicates required fields

Save and Return Cancel

View Date: 05/24/2022 Program Type: CalFresh

Primary: * JANE DOE 24F Application Date: * 05/01/2022 Requested BDA: * 05/01/2022 Source: *

Inter-County Transfer: * No

<input type="checkbox"/>	Name *	DOB	Role	Role Reason	Status
<input checked="" type="checkbox"/>	JANE DOE	07/14/1997			
<input type="checkbox"/>	JOHN DOE	05/07/1999			

Save Cancel

This Type 1 page took 0.72 seconds to load.

Source dropdown options: CBO, CSC, CWS, CalHEERS, Email, Fax, ICT, IHSS/CMIPS II, In Person, Mail In Application, Other, Outreach, Outstation, Phone, Pre-Populated CalFresh, RCC, SAWS, SPE, Self-Service Portal

Figure 2.7.1 – New/Reapplication Detail Mockup

2.8.3 Description of Changes

1. Update the Application Source drop-down to include “Pre-Populated CalFresh” as an option, as shown in Figure 2.7.1.

2.8.4 Page Location

- **Global:** Case Info
- **Local:** Case Summary
- **Task:** New Program

2.8.5 Security Updates

N/A

2.8.6 Page Mapping

N/A

2.8.7 Page Usage/Data Volume Impacts

N/A

2.9 New Programs Detail

2.9.1 Overview

The New Programs Detail page allows the user to add or create multiple program(s) for a participant/beneficiary during the application process. This SCR adds "Pre-Populated CalFresh" as an option to the Source drop-down.

2.9.2 New Programs Detail Mockup

New Programs Detail

*- Indicates required fields

The mockup shows a form with the following sections:

- Administrative Roles:** Fields for Primary (*), Date of Application (*), Source (*), and Language (*). The Primary field contains "JANE DOE 22F", Date of Application contains "05/01/2022", and Language contains "English".
- Program Information:** A table with columns Name, DOB, and Programs. The row shows "JANE DOE", "01/01/2000", and "CalFresh".
- Source Dropdown:** A dropdown menu is open, showing options: CBO, CSC, CWS, CalHEERS, Email, Fax, ICT, IHSS/CMIPS II, In Person, Mail In Application, Other, Outreach, Outstation, Phone, Pre-Populated CalFresh (highlighted), RCC, SAW/S, SPE, and Self-Service Portal.
- Buttons:** "Save and Continue" and "Cancel" buttons are present at the top right and bottom right.
- Footer:** A message at the bottom left states "This Type_1 page took 0.95 seconds to load."

Figure 2.8.1 – New Programs Detail Mockup

2.9.3 Description of Changes

1. Update the Application Source drop-down to include "Pre-Populated CalFresh" as an option, as shown in Figure 2.8.1.

2.9.4 Page Location

- **Global:** Case Info
- **Local:** New Application

2.9.5 Security Updates

N/A

2.9.6 Page Mapping

N/A

2.9.7 Page Usage/Data Volume Impacts

N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Forms	CF 285 Mockup	CF_285_EN.pdf
2	Forms	CF 285A Mockup	CF_285A_EN.pdf
3	Forms	PUB 520 Mockup	PUB_520_EN.pdf
4	Application	CF 285A Application Packet Mockup	CF285A_APP_Packet.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.8.5.2	The LRS shall evaluate all new and/or changed information in order to determine if any new correspondence needs to be generated and distributed to the applicant/participant, and then shall generate and distribute the correspondence, as appropriate.	Updating CalFresh Solicitation Letter Requirements for generating CF 285A form for MC persons eligible for CalFresh.
2.18.1.15	The LRS shall pre-populate fields of notices, NOAs, forms, and letters with designated applicant, participant, caregiver, sponsor, authorized representative, and/or any other entity's information.	Adding the pre-populated CF 285A into CalSAWS.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-229864

Create two new Pay Codes for Stanislaus
County

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	John B., Himanshu J., Kapil S., Shilpa S.

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
5/11/2022	1.0	Initial Version	Jimmy Tu
9/21/2022	1.1	Update SCR to remove WTW from Fund Codes / Need Types.	Jimmy Tu

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1 OVERVIEW

1.1 Current Design

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

1.2 Requests

Stanislaus County has requested two Pay Codes and Fund Codes to be selectable for Verification Fees and Medical Exams.

1.3 Overview of Recommendations

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

1.4 Assumptions

1. New pay codes will be shown only for Stanislaus County. These will be displayed whenever there is a pay code drop down field on the page for a WTW / CW program with the associated pay code / fund code.
2. Counties can leverage the County Authorizations and County Benefit Issuance Thresholds Page if counties need to change the required authorization level or threshold for the new need type being added.

2 RECOMMENDATIONS

2.1 Fund Code Determination

2.1.1 Overview

Currently in the System, fund codes are used to store the accounting String information for a County. This information helps in claiming the funding for County from State (Federal/Non-Federal). This update will add the appropriate funding codes and accounting strings for the Medical Exam and Verification Fees for Stanislaus.

2.1.2 Description of Changes

- 1) Add the new Fund Codes in the system to store the accounting string information for Medical Exams and Verification Fees.
- 2) Add the new Pay Code in the system for Medical Exams and Verification Fees.

NOTE: Please refer to the attached SCR CA-229864 Stanislaus Verification Fees.xlsx file under **Section 3.0** for the appropriate fund codes and accounting string information for Stanislaus.

2.2 Code Table Change Request

2.2.1 Overview

Update Code Detail table categories 164 and 1870 to include new need types and program mappings.

2.2.2 Description of Change

1. Update Code Detail Table category 164 to include the following need type:
 - a. Medical Exam
2. Update Code Detail Table Category 1870 to include the following need type to program mappings:
 - a. ~~WTW – Verification Fees~~
 - b. CW – Medical Exams
 - c. ~~WTW – Medical Exams~~
3. Update Code Hierarchy Table to include new parent and child mappings for the following:

Parent Table Category	Parent Table – Short Decode Name	Child Table Category	Child Table – Short Decode Name
163	Other	164	Medical Exam

4. Update Code Detail table category 623 to include the following new pay codes only for Stanislaus and only for CalWORKs and Welfare to Work:

Short Decode Name	Long Decode Name	Refer Table 3 Descr (c50)	Refer Table 12 Descr (CW)	Refer Table 31 Descr (WTW)	Refer Table 33 Descr (Fed Ind)	Refer Table 81 Descr (claimed based on Paycode)
Verification Fees	Verification Fees	Y	Y	Y	N	Y
Medical Exams	Medical Exams	Y	Y	Y	N	Y


5. Update the Fiscal Transaction Map to include the following records:

Scenario	County Code	Program Code	Pay Code	Program Code Ind	Aid Code Ind	Pay Code Ind
Medical Exams	50	CW	Medical Exams	Y	N	Y
Medical Exams	50	WT	Medical Exams	Y	N	Y
Verification Fees	50	CW	Verification Fees	Y	N	Y
Verification Fees	50	WT	Verification Fees	Y	N	Y

2.2.3 Estimated Number of Records Impacted/Performance

7 Records impacted.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	2.1.2	SCR CA_229864 Stanislaus Verification Fees	 CA-229864 Fund Codes for Stanislaus \

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

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-233793

Update appointment status from Reception Log

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Michael Wu, Naga Chinduluru, Himanshu Jain, Shilpa Suddavanda, William Baretsky

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
05/01/2022	1.0	Initial	Kusnadi.E
09/29/2022	2.0	Design Clarification for Section 2.2 Note to include more information to define what a successful check-in is.	Kusnadi.E
10/28/2022	3.0	Added a new Section 2.2 to have the Lobby Application send the appointment start time as part of the check-in process	Kusnadi.E
11/1/2022	3.1	Added a new Section 2.2 to have the Lobby Application send the county code	Kusnadi.E

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1 OVERVIEW

The CF 386 CalFresh Notice of Missed Interview (NOMI) form is generated when the CalFresh intake or recertification interview appointment is missed. The automatic generation of the NOMI form is using the latest status for appointment types related to intake and recertifications. Currently in CalSAWS, when reception log records are created for participants that have an appointment scheduled, the system does not automatically update the appointment status on the Customer Appointment Detail page. This SCR will update the logic used in Reception Log to automatically update the status for participants that have an appointment schedule to limit the possibility of the CF 386 being generated and sent out to the participant incorrectly.

1.1 Current Design

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

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

1. All existing functionalities will remain unchanged unless called out as part of this SCR.
2. Changes needed to the SFV Lobby devices will need to be done by ISD team.
3. Batch Job PB00R541 is looking for appointment status of 'No Show', 'Scheduled' or 'Rescheduled' to generate the CF 386 (CalFresh Notice of Missed Interview – NOMI) form.
4. Workers would need to manually update the customer appointment status on the same day if the participant checked-in but never saw the county worker.

2 RECOMMENDATIONS

2.1 Reception Log Detail

2.1.1 Overview

The Reception Log Detail page allows users to record and edit reception log entries for contact with a participant/beneficiary. For participants that have an appointment scheduled with a county worker, the appointment status does not automatically get updated when the reception log record is created. This SCR will update CalSAWS to automatically update the appointment status when the reception log record is created.

2.1.2 Reception Log Detail Mockup

Reception Log Detail

* - Indicates required fields

Save and Add Another Save Cancel

Case Number: 1 Select

Application Number: Select

Person Name: * jly 45F

Office: CalSAWS Project Office

Date: 05/18/2022

Interpreter
 Hide From Monitor
 Special Circumstances

Description:

Individual Type: [dropdown]
Language: [dropdown]

Emergency Requests:
Special Needs: [dropdown]

Visit Information

Initial Time	Purpose	Detail	Appt. Time	Program	Status	Prefix	Number	Worker ID	Additional E-mail	Location
	[Select]		Appt. 4:00	[dropdown]				36LS988Y003	Select	

Remove

Save and Add Another Save Cancel

Figure 2.1.1 – Reception Log Detail (reference only)

2.1.3 Description of Changes

1. Update Reception Log to automatically update the status of a customer appointment record to 'Showed' when the reception log record is saved successfully when the following conditions are met:
 - a. Reception Log record is created for a valid case that also have a customer appointment scheduled with a status of "Scheduled" or "Rescheduled".
 - i. The reception log record is created for the same person on the case that also have a customer appointment scheduled.
 - b. The reception log record date matches with the customer appointment begin date.
 - c. The reception log appointment time matches with the customer appointment begin time.
 - i. The appointment time selected on the reception log record does not have to be the appointment time that display on the drop down field (example: the

appointment field will have an option of 'Appt. 8:00 AM' when there is a customer appointment begin time schedule for 8:00 AM).

Example 1: Reception Log record is created for a valid Case (ABC123) for John Doe on May 12, 2022, and the appointment time selected and save is for '8:00 AM'. Case ABC123 also have a customer appointment record with a status of "Scheduled" for May 12, 2022, with an appointment begin time of 8:00 AM for a duration of 30 minutes for John Doe. When the reception log record is created and saved the customer appointment status will be updated to 'Showed'.

Example 2: Reception Log record is created for a valid Case (ABC123) for John Doe on May 12, 2022, and the appointment time selected and save is for 'Appt. 8:00 AM'. Case ABC123 also have a customer appointment record with a status of "Rescheduled" for May 12, 2022, with an appointment begin time of 8:00 AM for a duration of 30 minutes for both John Doe and Jane Doe. When the reception log record is created and saved the customer appointment status will be updated to 'Showed'.

Example 3: Reception Log record is created for a valid Case (ABC123) for Jane Doe on May 12, 2022, and the appointment time selected and save is for '8:15 AM'. Case ABC123 also have a customer appointment record with a status of "Scheduled" for May 12, 2022, with an appointment begin time of 8:00 AM for a duration of 30 minutes for John Doe. When the reception log record is created and saved the customer appointment status will not be updated to 'Showed'.

Note: The customer appointment status will be updated to "Showed" status when the Reception Log record is saved successfully for all customer appointment types.

2.1.4 Page Location

- **Reception Log link on the CalSAWS homepage**

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 Lobby Application

2.2.1 Overview

The lobby application is an application that is used by county worker to check-in participants that are visiting the county offices. This SCR is updating the application to also send appointment start time information so that the status on the customer appointment in CalSAWS can be updated, for users that are being checked in through the lobby application when they have a scheduled appointment.

2.2.2 Reception Log Detail Mockup

N/A

2.2.3 Description of Changes

1. Update the Lobby Application to send the participant appointment start time as part of the Check-In process.
 - a. Appointment Start time information will be sent for participants that have a scheduled appointment that's already created in CalSAWS.
2. Update the Lobby Application to send the county code information as part of the Check-In process.

Note: This is a backend change only to send the information as part of the Check-In parameter for the appointment status to be updated (in CalSAWS).

Note: ISD team will need to make the change to the SFV Lobby Application as well, if the appointment start time is not already being sent from SFV Lobby Application as part of the Check-In process.

2.2.4 Page Location

Lobby Application

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 CalSAWS Lobby Service API

2.3.1 Overview

The CalSAWS Lobby Services API creates reception log record in CalSAWS. This SCR will update the Lobby Service API to update the Customer Appointment status to "Showed" when the Lobby application and the Self Service application are used to check in a participant.

2.3.2 Description of Changes

1. Update the Lobby Services API to update the customer appointment record status to "Showed" when the status is "Scheduled" or "Rescheduled" and the following information are passed from the following webservices:
 - a. lobbycheckin/checkin
 - i. apptStartTime
 1. Information passed match the customer appointment begin time
 - ii. arrivalDate
 1. Information passed matches with the customer appointment begin date
 - iii. caseNumber
 1. Information passed match the Case Number that the customer appointment is for
 - iv. firstName
 1. Information passed match the person the customer appointment if for
 - v. lastName
 1. Information passed match the person the customer appointment if for
 - b. lobbycheckin/selfService/checkIn
 - i. apptStartTime
 1. Information passed match the customer appointment begin time
 - ii. arrivalDate
 1. Information passed matches with the customer appointment begin date
 - iii. caseNumber
 1. Information passed match the Case Number that the customer appointment is for
 - iv. firstName
 1. Information passed match the person the customer appointment if for
 - v. lastName
 1. Information passed match the person the customer appointment if for

- c. lobbycheckin/checkInLobbyTraffic
 - i. appointmentReceptionLogDateTime
 - 1. Information passed match the customer appointment Begin date and time
 - ii. checkInDateTime
 - 1. Information passed matches with the customer appointment begin date
 - iii. caseNumber
 - 1. Information passed match the Case Number that the customer appointment is for
 - iv. firstName
 - 1. Information passed match the person the customer appointment is for.
 - v. lastName
 - 1. Information passed match the person the customer appointment is for.

The web service will validate that the check in date is on the same day as the appointment date.

The web service will not fail the transaction when there is no appointment to update.

Note: The customer appointment status will be updated to “Showed” status when participants are checked-in successfully (when a reception log record is created successfully) through the Lobby Check-In or the Self Service Kiosk for all customer appointment types. If the customer appointment status is not able to be updated to “Showed” status, it will not impact reception log (reception log record will not be reverted/rolled back).

2.3.3 Partner Integration Testing

No.

2.3.4 Execution Frequency

N/A.

2.3.5 Key Scheduling Dependencies

N/A.

2.3.6 Counties Impacted

CalSAWS Counties.

2.3.7 Category

N/A.

2.3.8 Data Volume/Performance

N/A.

2.3.9 Interface Partner

Lobby Check-in, Self Service application.

2.3.10 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...)

2.4 Automated Regression Test

2.4.1 Overview

Create new automated regression test scripts to cover basic positive and negative test scenarios through the Reception Log detail page.

2.4.2 Description of Changes

1. Create regression scripts to cover each of the following positive test scenarios. Expected result: Appointment status updated to 'Showed'.
 - a. Reception Log Detail record created and saved with Visit Information matching an existing customer appointment.
 - i. Match criteria: Case Number, Person, Appt. Date, Appt. Time, 'Scheduled' or 'Rescheduled' status
 - b. Reception Log Detail record edited and saved, adding Visit Information matching an existing customer appointment.
 - i. Match criteria: Case Number, Person, Appt. Date, Appt. Time, 'Scheduled' or 'Rescheduled' status
 - c. Reception Log Detail record created and saved with Visit Information matching an existing customer appointment with at least one other attendee.
 - i. Match criteria: Case Number, Person, Appt. Date, Appt. Time, 'Scheduled' or 'Rescheduled' status
2. Create regression scripts to cover each of the following negative test scenarios. Expected result: Appointment status not updated to 'Showed'.

- a. Reception Log Detail record created and saved with Visit Information matching the details of an existing customer appointment except for the appointment begin time.
 - i. Match criteria: Case Number, Person, Appt. Date, 'Scheduled' or 'Rescheduled' status
- b. Reception Log Detail record created and saved with Visit Information matching the details of an existing customer appointment except for the selected person.
 - i. Match criteria: Case Number, Appt. Date, Appt. Time, 'Scheduled' or 'Rescheduled' status
- c. Reception Log Detail record created and saved with Visit Information matching the details of an existing customer appointment in 'Cancelled' status
 - i. Match criteria: Case Number, Person, Appt. Date, Appt. Time
- d. Reception Log Detail record created and saved with Visit Information matching the details of an existing customer appointment in 'No Show' status
 - i. Match criteria: Case Number, Person, Appt. Date, Appt. Time

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.13.2.8	The LRS shall track the timeliness of all Redetermination, Recertification and/or Annual Agreement processes, including the return of forms, participant attendance at scheduled appointments, the receipt of required verifications, issuance of the appropriate alerts to COUNTY-specified Users, and assurance that all required participant and COUNTY actions are completed, as specified by COUNTY.	This SCR ensure that participants attendance for their scheduled appointment are updated accordingly when the participants check-in at the county office. This will be done automatically when the participants are checked-in directly through CalSAWS or using one of the Lobby Check-In or the Self Service.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-234545

BenefitsCal – New API for e-Notification
Verification

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Gillian Noelle Bendicio
	Reviewed By	Dymas Pena

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/19/2022	.1	Initial Revision	Gillian Noelle Bendicio
10/26/2022	.2	Content Revision to <ul style="list-style-type: none"> Updated the e-mail verification body format for English and added the e-mail verification Spanish translation in Section 2.1.3.5.a.ii and 2.2.2.a.ii Modified and added new 422 business validations 	Jennifer Muna

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1 OVERVIEW

This System Change Request (SCR) documents the changes required to implement an e-mail verification process for BenefitsCal customers who opt-in for paperless correspondence from CalSAWS.

1.1 Current Design

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

1.2 Requests

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

1.3 Overview of Recommendations

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

1.4 Assumptions

1. Existing logic in CalSAWS not mentioned in this SCR will remain unchanged unless otherwise stated.
2. CA-247705 will address the data cleanup for customers who are opted-in for e-Notifications without a BenefitsCal account.

3. CA-207130 Updates to Send E-mail Reminders for Customer Appointments uses the E-Mail Reminder checkbox on the Contact Detail page. It is separate from the e-Notification field located on the same page.
4. CalSAWS supports English and Spanish translations for the e-mail verification message while BenefitsCal portal can have up to 20 language translations for the customer.

2 RECOMMENDATIONS

2.1 Contact Detail

2.1.1 Overview

The Contact Detail page allows the CalSAWS user to create, view, and edit a customer's contact information. This page allows the worker to opt-in/opt-out a case member for e-Notifications. When a case member is opted-in for e-Notifications, they will receive e-mail alerts and most of their paper correspondences are only made available electronically on the BenefitsCal portal. Currently, the e-Notification field is disabled due to a lack of process in verifying the case member's e-mail address. Additionally, there are Domestic Violence specific validation messages from the legacy system that will need to be disabled.

2.1.2 Contact Detail

Contact Detail

*- Indicates required fields

Save

Save and Return

Cancel

- **E-Notification** - Cannot opt-in participant for electronic communications due to a Self-Service Portal Customer Privacy record.

Name: * Phillips, Lenard 42F	IVR PIN: <input type="button" value="Reset PIN"/>	Voice Print No
E-mail Address: <input type="text" value="alex@gmail.com"/>	<input type="checkbox"/> Allow E-Mail Reminder	E-Notification: <input type="text" value="Opt-In"/>
E-mail Status:	Customer ID: 4013441108	
Phone Numbers		

Figure 2.1.1 – Customer Privacy Validation and e-Notification Field Enabled

2.1.3 Description of Changes

1. Remove the following validation message:
 - a. 'E-Notification - Cannot opt-in participant for electronic communications due to a 'Domestic Violence' case flag and/or confidentiality.'
2. Update the E-Notification field to be editable in Create and Edit modes.
3. Update the existing validation message from 'E-Notification can only be selected if a C4Yourself account exists and is linked for this person.' to 'E-Notification can only be selected if a Self-Service Portal account exists and is linked for this person.'
4. Add the validation message:
 - a. 'E-Notification - Cannot opt-in participant for electronic communications due to a Self-Service Portal Customer Privacy record.'
 - b. This validation message is displayed when the user clicks the 'Save' button or the 'Save and Return' button when opting-in a customer for e-Notifications and they have an active Self-Service Portal Customer Privacy record.
5. Update the logic in verifying the e-mail address:
 - a. When the E-Notification field is updated to 'Opt-In', the E-mail status is not 'Verified', and the user clicks the 'Save' button or the 'Save and Return' button, initiate an e-mail with the following information:
 - i. Subject: BenefitsCal E-mail Verification
 - ii. Body:

English:

Thanks for signing up for E-Notifications.

E-Notifications are e-mail alerts that let you know there is correspondence to be viewed in your BenefitsCal account. Before we can start sending e-mail alerts, we need to verify your e-mail address.

Please click the following link to verify your email address.

[Link <BenefitsCal URL Verification Link>](#)

Spanish:

Gracias por registrarse para E-Notificaciones.

Las E-notificaciones son alertas por correo electrónico que le notifican que hay correspondencia para revisar en su cuenta de BenefitsCal. Antes de que podamos empezar a enviar alertas por correo electrónico, tenemos que verificar su dirección de correo electrónico.

Por favor, haga clic en el siguiente enlace para verificar su dirección de correo electrónico. Enlace <Verificación de BenefitsCal enlace URL >

Thanks for signing up for E-Notifications. E-Notifications are e-mail alerts that let you know there is correspondence to be viewed in your BenefitsCal account. Before we can start sending e-mail alerts, we need to verify your e-mail address.

Please click the following link to verify your email address: <BenefitsCal URL Verification Link>

- iii. To: <e-mail address of the Customer>
 - iv. From: e-notification.noreply@app.calsaws.org
 1. Note: For Test environments, the e-mail address used is e-notification.noreply.dev@app.calsaws.org
 - v. When the customer's preferred language is Spanish, the e-mail subject and body is translated to Spanish. If their preferred language is anything other than English or Spanish, then the default language for the e-mail is in English.
 - vi. The BenefitsCal URL Verification Link is a unique hyperlink tied to the customer that is opting-in to e-Notifications, their e-mail address and the language the email is sent as. This link is only available for 5 days.
 - vii. When the verification e-mail is sent successfully, the E-mail status is set to 'Pending Verification'.
 - viii. If the verification e-mail did not get sent successfully, the E-mail status is set to 'Verification Not Sent'.
 - ix. In the occasion that a failure in the e-mail verification process occurred (example: link has expired) in which the E-mail status is not 'Verified', the user can click the 'Edit' button on the Contact Detail page and then click the 'Save' button to restart the e-mail verification process.
- b. When the e-mail address is modified upon saving, the E-mail status is cleared. If the customer's E-Notification preference is 'Opt-In', the e-mail verification process is initiated as stated in the bullet above.

Note: Updates made to the customer's contact information is stored as a historical record and is viewable in the Transaction History which is accessible through the 'View History' button on the Contact List page.

2.1.4 Page Location

- **Global: Case Info**

- **Local: Case Summary**
- **Task: Contact**

2.1.5 Security Updates

No impact to this section.

2.1.6 Page Mapping

No impact to this section.

2.1.7 Page Usage/Data Volume Impacts

No impact to this section.

2.2 Customer Contact Preferences API

2.2.1 Overview

The Customer Contact Preferences API sends the BenefitsCal portal a customer's contact information and allows the BenefitsCal portal to update their contact preferences.

2.2.2 Description of Change

1. Update the PUT method to accept the following API field in the request:
 - a. emailVerificationStatus
 - i. type: string
 - ii. description: The e-mail address verification status. CT 465: VF – Verified, VN – Verification Not Sent, PV – Pending Verification, VC – Verification Cancelled, UD – Undeliverable, OP – Opted-Out, NR – No Response
 - iii. Not a required field.
2. Update the PUT method to trigger the following logic when the emailOptInStatus is set to true and the emailVerificationStatus is NOT set to VF in the request:
 - a. Initiate the e-mail verification process by sending the verification e-mail with the following information:
 - i. Subject: BenefitsCal E-mail Verification
 - ii. Body:

English:
Thanks for signing up for E-Notifications.

E-Notifications are e-mail alerts that let you know there is correspondence to be viewed in your BenefitsCal account. Before we can start sending e-mail alerts, we need to verify your e-mail address.

Please click the following link to verify your email address.
[Link <BenefitsCal URL Verification Link>](#)

Spanish:

Gracias por registrarse para E-Notificaciones.

Las E-notificaciones son alertas por correo electrónico que le notifican que hay correspondencia para revisar en su cuenta de BenefitsCal. Antes de que podamos empezar a enviar alertas por correo electrónico, tenemos que verificar su dirección de correo electrónico.

Por favor, haga clic en el siguiente enlace para verificar su dirección de correo electrónico. [Enlace <Verificación de BenefitsCal enlace URL >](#)

~~Thanks for signing up for E-Notifications. E-Notifications are e-mail alerts that let you know there is correspondence to be viewed in your BenefitsCal account. Before we can start sending e-mail alerts, we need to verify your e-mail address.~~

~~Please click the following link to verify your email address.
<BenefitsCal URL Verification Link>~~

- iii. To: <e-mail address from the email field>
- iv. From: e-notification.noreply@app.calsaws.org
 1. Note: For Test environments, the e-mail address used is e-notification.noreply.dev@app.calsaws.org
- v. The BenefitsCal URL Verification Link is a unique hyperlink tied to the customer that is opting-in to e-Notifications, their e-mail address and the language the email is sent as. This link is only available for 5 days.
- vi. When the verification e-mail is sent successfully, the e-mail verification status is set to 'Pending Verification'.
- vii. If the verification e-mail did not get sent successfully, the e-mail verification status is set to 'Verification Not Sent'.

Note: Updates made to the customer's contact information is stored as a historical record and is viewable in the Transaction History which is accessible through the 'View History' button on the Contact List page.

2.2.3 Partner Integration Testing

BenefitsCal Portal – End to End testing required.

2.2.4 Execution Frequency

N/A

2.2.5 Key Scheduling Dependencies

N/A

2.2.6 Counties Impacted

BenefitsCal-supported Counties

2.2.7 Category

N/A

2.2.8 Data Volume/Performance

Estimated an increase from 2,000 to 3,000 hourly calls to this API.

2.2.9 Interface Partner

BenefitsCal

2.2.10 Failure Procedure/Operational Instructions

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 e-Mail Verification API

2.3.1 Overview

The e-Mail Verification API is a new API that will accept e-mail information and a unique pin in the request and mark the e-mail verification status in CalSAWS as verified if the information received is correct.

2.3.2 Description of Change

1. Create the new e-Mail Verification that accepts the following information in the request for its PUT method:

e-Mail Verification - Request			
CALSAWS FIELD NAME	TYPE	COMMENTS	REQUIRED
verificationCode	String (1 Char. Min, 30 Char. Max)	Verification code to verify the e-mail and person	Y
emailAddress	String (7 Char. Min, 100 Char. Max)	e-mail address to verify	Y
requestId	String (1 Char. Min, 100 Char. Max)	Request ID to return the business validation errors	Y

2. The PUT method will send the following response codes:
 - a. 200 – Successful Operation
 - i. The e-mail address is successfully verified. The response body will return:
 1. email – the e-mail address that is stored in CalSAWS for the person information received.
 2. emailVerificationStatus – the updated e-mail verification status in CalSAWS. This should return 'VF' for Verified.
 3. emailOptInStatus – the e-Notification opt-in status in CalSAWS for the person information received.
 - ii. The API updates the e-mail address verification status in CalSAWS to 'Verified'.
 - b. 400 – Bad Request
 - i. The request is erroneous. The update is not stored.
 - ii. This response code is returned for the following scenarios:
 1. Violation of minimum/maximum constraints
 2. Missing mandatory fields
 - c. 401 – Unauthorized.
 - i. The authentication token when the API is invoked is invalid. The update is not stored.
 - ~~d. 403 – Forbidden. The verification code has expired.~~
 - ~~i. The verification code in the request is already expired. The update is not stored.~~
 - e. 404 – Not found. The verification code and email combination is invalid.

- f. 422 – Business validation error. The update is not stored.
 - i. This response code is returned for the following scenarios. These scenarios are returned as the message field:
 - 1. <interface partner>-00001: The e-mail address does not exist in the system.
 - 2. <interface partner>-00002: The e-mail address format is invalid.
 - 2. <interface partner>-000023: The verification code does not exist in the system.
 - 3. <interface partner>-000034: The request has exceeded the maximum amount of retries (3).
 - a. If the same request is passed more than 3 times, this business validation will occur.
 - 4. <interface partner>-00004: The e-mail verification link is already verified.
 - 5. <interface partner>-00005: The e-mail verification link has expired.
 - b. 500 – Internal Server Error. The update is not stored.
 - c. 503 – Service Unavailable. The update is not stored.

2.3.3 Partner Integration Testing

BenefitsCal Portal – End to End testing required.

2.3.4 Execution Frequency

N/A

2.3.5 Key Scheduling Dependencies

N/A

2.3.6 Counties Impacted

BenefitsCal-supported Counties

2.3.7 Category

N/A

2.3.8 Data Volume/Performance

Currently, there are about 900,000 active BenefitsCal accounts that may need to verify their e-mail address to opt-in for e-Notifications. Note that opting-in for e-Notifications will happen over time.

2.3.9 Interface Partner

BenefitsCal

2.3.10 Failure Procedure/Operational Instructions

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.)

2.4 Automated Regression Test

2.4.1 Overview

Create automated regression test scripts to verify that appropriate responses are returned from the e-Mail Verification API for requests matching the criteria of the following status codes: 200, 400, 403, 404.

2.4.2 Description of Change

Create one or more regression scripts to send a request of the following types to the e-Mail Verification API, and verify (1) the response code and (2) that the response content matches the specification:

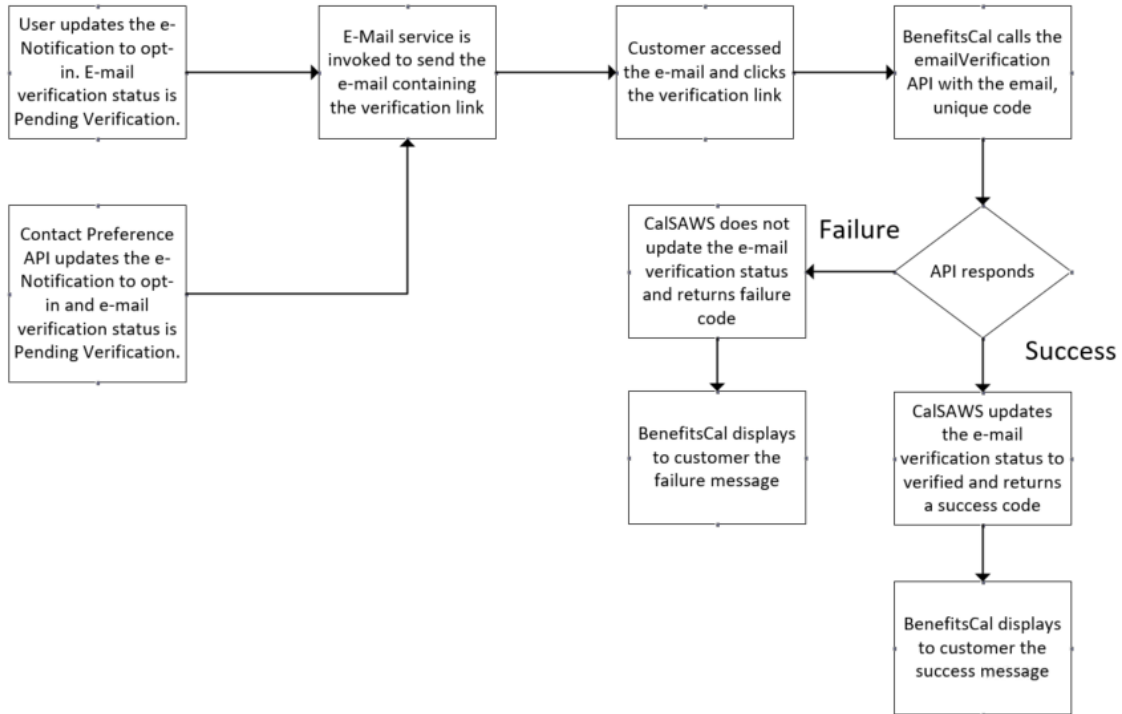
1. Valid request, including all required fields: Response code 200
2. Invalid request, with a missing required field or invalid value for a coded field: Response code 400
3. Cross-county request, with an authentication token that does not match the county scope of the matching record: Response code 403
4. 'Not Found' request, with an email address + verification code combination that does not match a record in the System: Response code 404

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Interface	E-mail Verification API – HTML version	EmailVerification.html
2	Interface	E-mail Verification API – YAML version	EmailVerification.yaml
3	Interface	Customer Contact Preferences API – HTML version	CustomerContactPreferences.html
4	Interface	Customer Contact Preferences API – YAML version	CustomerContactPreferences.yaml

4 APPENDIX

Flowchart of the e-mail verification process:



CalSAWS

California Statewide Automated Welfare System

Design Document

CA-243012

CalFresh SSI COLA - 2023

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

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/21/2022	1.0	Initial version	Edgars Reinholds
8/3/2022	1.1	Remove CAPI program changes	Edgars Reinholds
10/27/2022	1.2	Content Revision to add outreach list of cases where OPA record was not updated.	Edgars Reinholds
10/27/2022	1.3	Remove assumption for list generation per Car	Edgars Reinholds

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1 OVERVIEW

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

1.1 Current Design

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

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

1.2 Requests

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

CalSAWS will update OPA record using the provided Eligible Amount.

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

1.3 Overview of Recommendations

1. Update SSA COLA Outbound to:
 - a. Update the file header to be "CalSAWS_Annual SSI COLA_DHCS Request".
2. Update SSA COLA Inbound to:
 - a. Update OPA record with Eligible Amount instead of Paid Amount. But only if the Eligible Amount is less than or equal to the corresponding Paid Amount.
 - b. Remove Paid Amount threshold validation.
3. Generate a list of cases where OPA record was not updated due to failed validations.

1.4 Assumptions

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

2 RECOMMENDATIONS

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

2.1 SSA COLA Outbound - PO00E427

2.1.1 Overview

Update SSA COLA Outbound interface file header.

2.1.2 Description of Change

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

2.1.3 Partner Integration Testing

Partner testing is required with DHCS using unmasked data.

2.1.4 Execution Frequency

No change. Yearly on-demand.

2.1.5 Key Scheduling Dependencies

No Change.

2.1.6 Counties Impacted

All Counties.

2.1.7 Category

Non-Core.

2.1.8 Data Volume/Performance

Total number of participants – 370,000

2.1.9 Interface Partner

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

2.1.10 Failure Procedure/Operational Instructions

No change.

2.2 SSA COLA Inbound - PI00E426

2.2.1 Overview

Update SSA COLA Inbound interface to process Eligible Amounts.

2.2.2 Description of Change

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

2.2.3 Partner Integration Testing

Partner testing is required with DHCS using unmasked data.

2.2.4 Execution Frequency

No Change. Yearly on-demand.

2.2.5 Key Scheduling Dependencies

No Change.

2.2.6 Counties Impacted

All Counties.

2.2.7 Category

Non-Core.

2.2.8 Data Volume/Performance

Total number of participants – 370,000

2.2.9 Interface Partner

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

2.2.10 Failure Procedure/Operational Instructions


No Change.

3 REQUIREMENTS

3.1 Project Requirements

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

4 SUPPORTING DOCUMENTS

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

5 OUTREACH

5.1 Lists

Generate a list of cases where the OPA record was not updated due to failed validations.

List Name: Cases where OPA was not updated by CA-243012.

List Criteria: Cases where OPA records was not updated by CA-243012.

Standard Columns:

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

Additional Column(s): Benefit Month, CIN #, First Name, Last Name, Middle Initial, MEDS SSI Eligible Amount, MEDS SSP Eligible Amount. MEDS SSI Paid Amount, MEDS SSP Paid Amount.

Frequency: One-time

County Action: These are cases where SSI/SSP information does not match between MEDS and CalSAWS or the SSI/SSP Eligible amounts exceed the SSI/SSP Paid amounts. The user will need to review the SSI/SSP OPA records and MEDS and manually update the SSI/SSP OPA record as appropriate.

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2022>CA-243012

CalSAWS

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
11/4/2022	1.1	Content Revision 1 Updated Section 1.2 and 1.3 to remove Farsi Language	Ajay Agarwal

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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, 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, 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, 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*, 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_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 worker, telephone hours or Local Office Site;	M40-129B (11/09) are being added in English and all available available threshold languages

<ul style="list-style-type: none">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 s on State Fair Hearing decisions;u. CSC paper ID cards with LRS-generated access information; andv. CSC PIN notices.	
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