

CalSAWS CCB Agenda

DATE	March 2, 2023
TIME	1:30 PM
LOCATION	Microsoft Teams
SUBJECT	Change Control Board Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management

Meeting Purpose:

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

1. CalSAWS SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
RWR	CA-216862		Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages	Client Correspondence	1246	Premise	Start Build	
RWR	CA-221914		Add Threshold languages for the Revised Notices & Forms per ACL 19-76EII	Client Correspondence	1240	Premise	Start Build	
RWR	CA-250461		Update the current version and add Available Translations for MC 223 C to CalSAWS.	Client Correspondence	1004	Premise	Start Build	
RWR	CA-250462		Add Available Translations for MC 239 DRA-6 to CalSAWS.	Client Correspondence	205	Premise	Start Build	
RWR	CA-250653		Add Available Translations for KG 3 to CalSAWS.	Client Correspondence	107	Premise	Start Build	23.03.x1
23.01	CA-240238		Quarterly release testing for EBT vendor FIS - February 2023	Fiscal	10	CalSAWS M&E	Production Deployment	23.02.02
23.01	CA-242754		2023 Federal Poverty Levels for Medi-Cal	CalHEERS	66	CalSAWS M&E	Production Deployment	23.02.09

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.01	CA-251496		Create List of Active CMSP Individuals in Preparation for End of Continuous Coverage	CalHEERS	24	CalSAWS M&E	Production Deployment	23.01.27
23.01	CA-255472	CA-255473	Turn on Disaster CalFresh and DCF Reports	Reports	40	CalSAWS M&E	Production Deployment	23.02.03
23.01	CA-256112		Create bulk load SQL to add Contact Center Generic Logins for Training Production	Online	20	CalSAWS M&E	Start Build	23.02.07
23.01	CA-256134		Create Generic Logins for Contact Center Model Office in FR PROD	Tech Forge Rock	4	CalSAWS M&E	Start Build	23.02.07
23.01	CA-256212		Butte County-DCR to Update Issuances to Monthly Benefit	Fiscal	18	CalSAWS M&E	Production Deployment	23.02.06
23.01	CA-256218		Update Del Norte Holiday Calendar for 2023	Batch Operations	40	CalSAWS M&E	Production Deployment	23.02.10
23.01	CA-256220	CA-256221	Turn on Disaster CalFresh and DCF Reports (W2 - Mendocino)	Reports	40	CalSAWS M&E	Production Deployment	23.02.08
23.01	CA-256232		Shut off the Stale Dated Warrant Job for Kern County	Fiscal	10	CalSAWS M&E	Production Deployment	23.02.06
23.01	CA-256312		Update the announcement on the Homepage that references the extended system downtime for Wave 2.	Online	9	CalSAWS M&E	Production Deployment	23.02.07
23.02	CA-236573		Add data to County Preview env for CalWIN counties	Automated Test	65	CalSAWS M&E	Start Build	23.02.17
23.02	CA-255263		Generate a one time list of LA GR hearing Appointments created during the CalSAWS Outage Period	Eligibility	53	CalSAWS M&E	No	23.02.16
23.02	CA-255441		Generate Weekly Cumulative List of Appointments Created During CalSAWS Outage Period	Online	20	CalSAWS M&E	Production Deployment	23.02.24
23.02	CA-255766		List of RCA/TCVAP Cases Active 8 Months or More	Eligibility	45	CalSAWS M&E	No	23.02.21
23.02	CA-255840		Training: Update General Eligibility WBTs for 23.03 App Dev Changes	Training	35	CalSAWS M&E	Start Build	23.03.17
23.02	CA-255845		Training: Update Eligibility CalFresh WBTs for 23.03 App Dev Changes	Training	45	CalSAWS M&E	Start Build	23.03.17

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.02	CA-255865		Training: Update Medi-Cal WBTs for 23.03 App Dev Changes	Training	60	CalSAWS M&E	Start Build	23.03.17
23.02	CA-255868		Training: Update Employment Services-GROW WBTs for 23.01 App Dev Changes	Training	15	CalSAWS M&E	Start Build	23.03.17
23.02	CA-256057		Update Diaper allowance process for Wave 2 counties for Feb and March 2023	Fiscal	76	CalSAWS M&E	Production Deployment	23.02.27
23.02	CA-256083		Add new Eligibility Statement codes 368 and 369 on SAVE Detail page	Batch/Interfaces	55	CalSAWS M&E	Production Deployment	23.03.09
23.02	CA-256168		Training: Required Updates for Medi-Cal WBTs	Training	45	CalSAWS M&E	Start Build	23.03.17
23.02	CA-256259		Update Santa Clara/Tulare Staff with the Correct User Name.	Online	31	CalSAWS M&E	Production Deployment	23.02.15
23.03	CA-238843		Disable Edit Mode on the Security Assignment Page Until a Username is Added	Online	23	CalSAWS M&E	No	23.03.xx
23.03	CA-247456	CH-186218	Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 3	Batch Operations	10	Premise	No	23.04.24
23.03	CA-255013		CalSAWS Virtual Assistant Expansion - Release 2	Special Project	1000	Premise	No	23.03.16
23.03	CA-255421		Training: Required Updates for Resource Databank - Maintenance WBTs	Training	125	CalSAWS M&E	Start Build	23.03.24
23.03	CA-255445		Enhance Text Messaging Functionality for MC RE Packets	Batch/Interfaces	412	Premise	Production Deployment	23.04.13
23.03	CA-255451		Online Help: Analysis of missing htm filenames and OLH pages	Training	25	CalSAWS M&E	Start Build	
23.03	CA-255803		Enable all the services in SYS6 environment	Tech Ops	114	CalSAWS M&E	Start Build	23.03.XX
23.03	CA-256296		Phase 1 - CalSAWS connectivity for lobby services at CalWIN Pop counties	Special Project	130	CalSAWS M&E	No	
23.05	CA-201394		Modify Trigger Condition for Daily GROW Deregistration Batch job	Batch/Interfaces	53	CalSAWS M&E	No	
23.05	CA-233715		Update Disaster CalFresh Validation Message to Remove the End Date Value	Eligibility	67	CalSAWS M&E	No	
23.05	CA-243442	CER-243424	New Office 8F Foster Care BRM	Client Correspondence	39	CalSAWS M&E	Start Build	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.05	CA-246776	SCR-243442	West Corridor 8G BRM request	Client Correspondence	39	CalSAWS M&E	Start Build	
23.05	CA-248099		Remove case sensitivity in the case number lookup fields	Imaging	87	CalSAWS M&E	No	
23.05	CA-249684		Add CAPI Split Payment Functionality for Reimbursing GA/GR Benefits to Another County	Fiscal	1508	CalSAWS M&E	Start Build	
23.05	CA-250530	CH-191453	Enhance MAGI Person Detail page for CalHEERS Verifications	CalHEERS	675	Premise	No	
23.05	CA-251525		Update Variable Population Logic of FC forms	Client Correspondence	91	CalSAWS M&E	Start Build	
23.05	CA-252751		BRM for District 79	Client Correspondence	39	CalSAWS M&E	Start Build	
23.05	CA-254676		Update WDTIP RPO2 Exceeding clock file reader jobs for all counties to not process inbound file	Batch/Interfaces	69	CalSAWS M&E	No	
23.05	CA-255713		SIRFRA 3833 Cal-OAR Phase 2 Logic Changes	Batch/Interfaces	353	Premise	No	
23.05	CA-256164		SCR - Humboldt County Site Changes - Project 1	Tech Arch	210	County Purchase	No	
23.06	CA-247457	CH-186221	Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 4	Batch Operations	10	Premise	No	23.07.03
23.06	CA-256052		Automated Regression Test - Execution and Maintenance - 23.05 Release Cycle	Automated Test	960	CalSAWS M&E	No	23.07.19
23.07	CA-204132		Update CalSAWS to issue WINS Benefit only after CalFresh is Issued	Fiscal	125	CalSAWS M&E	No	
23.07	CA-247458	CH-186317	Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 5	Batch Operations	10	Premise	No	23.09.04
23.07	CA-252015		Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8	DBA	2040	CalSAWS M&E	No	
23.07	CA-256240		Facilitate Qlik Development Environment for Counties	Analytics	200	CalSAWS M&E	Start Build	
23.09	CA-242532		Update CW EDBC to Add WTW Work Registration Record After REP	Eligibility	455	CalSAWS M&E	No	

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.09	CA-247459	CH-186319	Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 6	Batch Operations	10	Premise	No	23.10.30

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
RWR	CA-56678		Phase III - ACL 15-62 changes: NA 841, NA 845, WTW 29, and WTW 32 with the latest versions in all threshold languages	Client Correspondence	1460	CalSAWS M&E	Start Build	23.01.25
RWR	CA-246236		Add Threshold Languages to NOA Reason Ineligible Student and Voluntary Job Quit	Client Correspondence	496	Premise	Start Build	23.02.x2
RWR	CA-248901		Add CF 285, CF 285A, PUB 520, and CF 285A Application Packet Threshold Languages to Template Repository	Client Correspondence	1187	Premise	Start Build	
RWR	CA-251138		Add NOA Fragments in Spanish for KinGAP NOA Generation (NA-403A)	Client Correspondence	310	Premise	Start Build	23.03.x1
22.11	CA-249297		Allow additional characters in EXT Field on Electronic Signature Page	Online	155	CalSAWS M&E	Start Build	
22.11	CA-250090		Update POS (position) Records for Generic Workers to Support Wave 2 Counties Migrating from CalWIN	Online	113	CalSAWS M&E	No	23.02.22
23.01	CA-240155		Contra Costa County Contact Center	Contact Center	317	CalSAWS DD&I	Start Build	23.02.20
23.01	CA-240158		Tulare County Contact Center	Contact Center	317	CalSAWS DD&I	Start Build	23.02.20
23.01	CA-240159		Santa Clara County Contact Center	Contact Center	317	CalSAWS DD&I	Start Build	23.02.20
23.01	CA-244072		DDID 2731 FDS: Update the eCCP to support 6 way calling	Contact Center	100	CalSAWS DD&I	No	23.03.16
23.01	CA-245276		Test Office IDs for Non-Centralized Counties in Wave 2	Client Correspondence	110	CalSAWS DD&I	No	23.02.14
23.01	CA-245553		CalWIN Wave 2 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists	Online	46	CalSAWS M&E	Start Build	23.02.20
23.01	CA-248039		Create a BPCR and network connection to setup E2Lite for Tulare county	Batch Operations	30	CalSAWS M&E	No	23.02.XX

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.01	CA-248379		Create a BPCR and network connection to setup E2Lite for Contra Costa County	Batch Operations	45	CalSAWS M&E	No	23.02.XX
23.01	CA-251903		Update the Converted Case Review Dashboard to add new columns	Reports	224	CalSAWS M&E	Start Build	23.02.xx
23.01	CA-255040		Provision 160 CalWIN county users in sandbox environment	Tech Ops	184	CalSAWS M&E	Start Build	23.02.07
23.01	CA-255475		Automated CalFresh mass replacement issuance for January 2023	Fiscal	113	CalSAWS M&E	Production Deployment	23.02.07
23.02	CA-247242		CalWIN Wave 3 - Select Aid Codes for CalWIN wave 3 positions.	Online	15	CalSAWS M&E	No	
23.02	CA-248390		ODM Rule Changes for JAVA and Weblogic Upgrade	Tech Arch	5858	CalSAWS M&E	Production Deployment	23.03.06
23.02	CA-251602		ACL 22-101 Mass Mailer for Extension of Water Pilot Program	Client Correspondence	335	CalSAWS M&E	Start Build	23.02.14
23.02	CA-252411		Enhance Imaging to complete CalWIN barcode lookups at the point of scan	Batch/Interfaces	118	CalSAWS M&E	Production Deployment	23.02.14
23.02	CA-254389		Update IFDS Auto Closure Logic	Batch/Interfaces	145	CalSAWS M&E	Production Deployment	23.02.14
23.02	CA-254466		eICT-Homeless Assistance Permanent EDBC Logic Update	Eligibility	228	CalSAWS M&E	Production Deployment	23.02.14
23.03	CA-232334		Upgrade CalSAWS auxiliary databases to Oracle release 19c	DBA	640	CalSAWS M&E	No	23.06.xx
23.03	CA-233206		Opt-In C-IV Counties to the Batch RE Appointment Scheduling for CW/CF Available for CalWIN Counties	Batch/Interfaces	635	CalSAWS M&E	Start Build	
23.03	CA-247243		CalWIN Wave 4 - Select Aid Codes for CalWIN wave 4 positions.	Online	15	CalSAWS M&E	No	
23.03	CA-250230		Task Management - Sibling Task Assignment	Online	1020	CalSAWS M&E	Start Build	
23.03	CA-250737	CR 35243	Add additional NOAs for Negative Actions (Phase 2)	Client Correspondence	2213	Premise	Start Build	
23.03	CA-253192		Support SCR to provide responses to Consortia queries	Batch/Interfaces	1000	CalSAWS M&E	No	
23.05	CA-207127		DDID 2215 - Update the Appointment Management solution to include "snooze" functionality	Online	890	CalSAWS DD&I	No	

Release	SCR #	X-REF SCR	CONTENT REVISION	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.05	CA-218044		Update CF SAR 7 Sweep to Run in Targeted Program Mode for CF and NB	Batch/Interfaces	144	CalSAWS M&E	No	
23.05	CA-222353		Add BRM for the Forms	Client Correspondence	478	CalSAWS M&E	No	
23.05	CA-239483		Add CalWIN counties into Interface batch property - wave 4	Batch/Interfaces	263	CalSAWS M&E	No	23.06.XX
23.06	CA-247244		CalWIN Wave 5 - Select Aid Codes for CalWIN wave 5 positions.	Online	15	CalSAWS M&E	No	
23.07	CA-55378		Impose CW MAP Reduction within the allotted timeframe when Immunization Page is not updated for children in AU under age 6	Eligibility	1170	CalSAWS M&E	No	
23.07	CA-203671		ACWDL 18-17 and 17-25: Add MC 604 MDV Doctor's Verification to Template Repository	Client Correspondence	282	Premise	No	
23.07	CA-206907	CIV-104172	SOC 453 upload the most current version	Client Correspondence	184	CalSAWS M&E	No	
23.07	CA-216131		Prevent Granting MSP QI-1 for Individuals Eligible to Full Scope Medi-Cal without a SOC/Premium	CalHEERS	318	CalSAWS M&E	No	
23.07	CA-247245		CalWIN Wave 6 - Select Aid Codes for CalWIN wave 6 positions.	Online	15	CalSAWS M&E	No	
23.09	CA-209492		Refactor: Medi-Cal NOA Regulations and Form Names	Client Correspondence	2295	Premise	Start Build	

2. Informational Only: CalSAWS Conversion SCRs

Release	SCR #	X-REF SCR	DESIGN APPROVAL	Team Responsible	Hours	Funding Source	Emergency Approval	Priority Release
23.02	CA-254303		Foster Care Yellow Banner Cases - Contra Costa requested PLACEMT_AUTH's AFDC-FC eligibility requirement to be set to Yes	Conversion	35	County Purchase	Production Deployment	23.02.26

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

The next CCB Meeting is scheduled for **03/16/2023**.

3. CalSAWS Development Schedule

2022-2023 CalSAWS Deployment Schedule as of 12/07/2022

Release #	Release Date (Mon)	CalSAWS Production Deployment Date (Sun)	Notes	SCR Freeze (Fri)	Defect Freeze (Fri)	DBCR/CTCR Freeze (Wed)	Hard Defect Freeze (Fri)	Build Approved (Wed)
Wave 1 County Prep	9/19/2022		Wave 1 County Prep (Placer and Yolo)					
22.09	9/26/2022	9/25/2022	CH Release 9/19	7/29/2022	9/2/2022	9/7/2022	9/9/2022	9/21/2022
Wave 1 Go-Live	10/31/2022		CalWIN to CalSAWS Wave 1 Go-Live (Placer and Yolo)					
22.11	11/21/2022	11/20/2022		9/30/2022	10/28/2022	11/2/2022	11/4/2022	11/16/2022
Wave 2 County Prep	1/16/2023		CalWIN to CalSAWS Wave 2 County Prep (Santa Clara, Tulare, Contra Costa)					
23.01	1/23/2023	1/22/2023		11/23/2022	12/30/2022	1/4/2023	1/6/2023	1/18/2023
23.02	2/13/2023	2/12/2023	CH Release	TBD	TBD	TBD	TBD	TBD
Wave 2 Go-Live	2/27/2023		CalWIN to CalSAWS Wave 2 Go-Live (Santa Clara, Tulare, Contra Costa)					
Wave 3 County Prep	3/13/2023		CalWIN to CalSAWS Wave 3 County Prep (Orange, Santa Barbara, Ventura)					
23.03	3/20/2023	3/19/2023		1/27/2023	2/24/2023	3/1/2023	3/3/2023	3/15/2023
Wave 3 Go-Live	4/24/2023		CalWIN to CalSAWS Wave 3 Go-Live (Orange, Santa Barbara, Ventura)					
Wave 4 County Prep	5/15/2023		CalWIN to CalSAWS Wave 4 County Prep (San Diego, San Mateo, Santa Cruz, Solano)					
23.05	5/22/2023	5/21/2023	Due to Memorial Day 5/29	3/24/2023	4/28/2023	5/3/2023	5/5/2023	5/17/2023
CH 23.6	6/19/2023	6/18/2023	CH Release	TBD	TBD	TBD	TBD	TBD
Wave 4 Go-Live	7/3/2023		CalWIN to CalSAWS Wave 4 Go-Live (San Diego, San Mateo, Santa Cruz, Solano)					
Wave 5 County Prep	7/17/2023		CalWIN to CalSAWS Wave 5 County Prep (Alameda, Fresno, Sonoma)					
23.07	7/24/2023	7/23/2023		5/26/2023	6/30/2023	7/5/2023	7/7/2023	7/19/2023
Wave 5 Go-Live	9/4/2023		CalWIN to CalSAWS Wave 5 Go-Live (Alameda, Fresno, Sonoma)					
CH 23.9	9/18/2023	9/17/2023	CH Release					
Wave 6 County Prep	9/18/2023		CalWIN to CalSAWS Wave 6 County Prep (Sacramento, San Francisco, San Luis Obispo)					
23.09	9/25/2023	9/24/2023		7/28/2023	9/1/2023	9/6/2023	9/8/2023	9/20/2023
Wave 6 Go-Live	10/30/2023		CalWIN to CalSAWS Wave 6 Go-Live (Sacramento, San Francisco, San Luis Obispo)					
23.11	11/20/2023	11/19/2023		9/29/2023	10/27/2023	11/1/2023	11/3/2023	11/15/2023
24.01	1/22/2024	1/21/2024		11/22/2023	12/29/2023	1/3/2024	1/5/2024	1/17/2024

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



[CA-216862] Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages

Team Responsible:	Client Correspondence	Assignee:	Smit Shah	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Lianel Richwin	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	1246
Reporter:	Jamie Ng [X]	Regulation Reference:	ACL 11-80, DATED 11/28/11 MPP 44-316, 4-350 and 44-352	Created:	06/02/2020 04:30 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 2/07/2023 Maria Arceo. 2/09/2023 Sent to Correspondence committee as FYI

Expedite Approval: By Karen J. Rapponotti on 02/20/2023

Current Design:

1. Currently, M44-350A (11/11) NOA and M44-352H (11/11) Form does not exist in threshold languages.
2. Add NA 275 (4/99) and NA 274I (7/21) budgets to latest version and in available threshold languages.

Request:

1. Add the latest version of NOA M44-350A (11/11) - Overpayment Adjustment in available Threshold languages to CalSAWS.

Languages include:

Chinese, Russian, Vietnamese

2. Update NA 275 (4/99) budget fragment and form to latest version and add in available threshold languages.

Languages include:

English, Chinese, Russian, Vietnamese, Spanish.

3. Update NA 274I (7/21) budget fragment and form to latest version and add in available threshold languages.

Languages include:

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

4. Add the latest version of M44-352H (11/11) - Overpayment Adjustment in available Threshold languages to CalSAWS Template Repository.

Languages include:

Chinese, Russian, Vietnamese.

Recommendation:

1. Add the latest version of NOA M44-350A (11/11) - Overpayment Adjustment in available Threshold languages to CalSAWS.

Languages include:

Chinese, Russian, Vietnamese.

2. Update existing NA 275 budget fragment to latest version and add in available threshold languages.

3. Add new NA 275 (4/99) Form as provided by State

4. Update existing NA 274I (12/20) to latest version NA 275 (7/21) budget fragments.

5. Update NA 274I (7/21) Form.

6. Add the latest version of M44-352H (11/11) - Overpayment Adjustment in available Threshold languages to CalSAWS Template Repository.

Languages include:

Chinese, Russian, Vietnamese.

7. End Date existing NA 275A and NA 275B from CalSAWS System.

8. Overpayment Reasons translations will be added in Spanish, Chinese, Russian and Vietnamese languages.

Outreach

Description:

Alternative

Generate EN with GEN 1365.

Procedure

Description:

Operational Impact:

Estimate:

1246

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	793	Conversion :	0	DBA :	0
Design :	203	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	10	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	240	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-221914] Add Threshold languages for the Revised Notices & Forms per ACL 19-76EII

Team Responsible:	Client Correspondence	Assignee:	Ranjith Madeshwaran	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Smit Shah	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	1240
Reporter:	Maria Arceo	Regulation Reference:	ACL #19-76EII	Created:	11/18/2020 02:41 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 2/05/2023 Maria Arceo. 2/09/2023 sent to Correspondence committee as FYI

Expedite Approval: By Karen J. Rapponotti on 02/03/2023

Current Design: Currently M44-207K (5/20), M44-352A (11/11), NA 274G(7/19), NA 274H(12/20) are available only in English and Spanish Languages in CalSAWS Template Repository.

- Request:**
1. Add Threshold Languages to the CalSAWS for the M44-207K (5/20) NOA.
Languages Include: Armenian, Cambodian, Chinese, Korean, Russian, and Vietnamese.
 2. Add Threshold Languages to the CalSAWS for the M44-352A (11/11) Form Template Repository and system generated.
Languages Include: Cambodian, Chinese, Russian, and Vietnamese.
 3. Add Threshold Languages to the CalSAWS for the NA 274G (7/19) Form Template Repository and system generated.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
 4. Add Threshold Languages to the CalSAWS for the NA 274H (12/20) Form Template Repository and system generated.
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
 5. Add threshold Languages for the Demand NOA Packet with M44-352A and NA 274G.
Languages Include: Cambodian, Chinese, Russian, and Vietnamese.
 6. Add threshold Languages for the Demand NOA Packet with M44-352A and NA 274H.
Languages Include: Cambodian, Chinese, Russian, and Vietnamese.
 7. Add the M44-315A (\$10 Minimum Payment, Change NOA A752C) in English and available threshold languages.
Languages Include: English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, and Vietnamese

- Recommendation:**
1. Add M44-207K (5/20) NOA to CalSAWS in available threshold languages.
Languages: Armenian, Cambodian, Chinese, Korean, Russian, and Vietnamese.
 2. Add M44-352A (11/11) to CalSAWS Template Repository in available languages.
Languages: Cambodian, Chinese, Russian, and Vietnamese.
 3. Add NA 274G (7/19) to CalSAWS Template Repository in available languages.
Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
 4. Add NA 274H (12/20) to CalSAWS Template Repository in available languages.
Languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
 5. Add threshold Languages for the Demand NOA Packet with M44-352A and NA 274G.
Languages: Cambodian, Chinese, Russian, and Vietnamese.

6. Add threshold Languages for the Demand NOA Packet with M44-352A and NA 274H.

Languages: Cambodian, Chinese, Russian, and Vietnamese.

7. Add the M44-315A (\$10 Minimum Payment, Change NOA A752C) in English and available threshold languages.

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

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

1240

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	800	Conversion :	0	DBA :	0
Design :	200	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	240	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-250461] Update the current version and add Available Translations for MC 223 C to CalSAWS.

Team Responsible:	Client Correspondence	Assignee:	Reshma Chandy	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Deepika Babu	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	1004
Reporter:	Connie Buzbee	Regulation Reference:	APL 14-008	Created:	09/21/2022 09:45 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence, Medi-Cal/CMSP]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by V. Bernal 02/09/2023				
Expedite Approval:	By Karen J. Rapponotti on 02/20/2023				
Current Design:	Currently MC 223C (10/09) is available only in English and Spanish languages in CalSAWS.				
Request:	Update and add MC 223C (06/11) Supplemental Statement of Facts for Medi-Cal Child Applicant Only- Under Age 18 Instructions in English and available threshold languages to CalSAWS Template Repository. Updated Languages: English, Spanish, Cambodian, Farsi, Hmong, Korean, Chinese, Russian, Tagalog and Vietnamese. Added languages: Armenian				
Recommendation:	Update and add MC 223C (06/11) Supplemental Statement of Facts for Medi-Cal Child Applicant Only- Under Age 18 Instructions in English and available threshold languages: Spanish, Armenian, Cambodian, Farsi, Hmong, Korean, Chinese, Russian, Tagalog and Vietnamese.				
Outreach Description:	None				
Alternative Procedure Description:					
Operational Impact:					
Estimate:	1004				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	648	Conversion :	0	DBA :	0
Design :	162	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	194	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-250462] Add Available Translations for MC 239 DRA-6 to CalSAWS.

Team Responsible:	Client Correspondence	Assignee:	Ajay Agrawal	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	M Devi Priya	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	Start Build	Estimate:	205
Reporter:	Connie Buzbee	Regulation Reference:	APL 14-008	Created:	09/21/2022 09:49 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence, Medi-Cal/CMSP]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by V. Bernal 02/09/2023				
Expedite Approval:	By Karen J. Rapponotti on 02/20/2023				
Current Design:	Currently, MC 239 DRA-6 (02/10) Unable to Verify United States (U.S) Citizenship/Identity Through the Social Security Administration is available only in English and Spanish languages in CalSAWS.				
Request:	Add system supported Threshold Languages to the CalSAWS for the MC 239 DRA-6 (02/10) Unable to Verify United States (U.S) Citizenship/Identity Through The Social Security Administration in Template Repository. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Russian, Tagalog and Vietnamese.				
Recommendation:	Add available system supported translations for the MC 239 DRA-6-Unable to Verify United States (U.S) Citizenship/Identity Through The Social Security Administration from the CDSS website to CalSAWS Template Repository.				
Outreach Description:					
Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	205				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	132	Conversion :	0	DBA :	0
Design :	33	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	40	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-250653] Add Available Translations for KG 3 to CalSAWS.

Team Responsible:	Client Correspondence	Assignee:	Dinesh Mariyappan	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Ramya Yk	Change Type (SCR):	Policy Re-Design
Minor Version:	23.03.x1	Expedite Changes:	Start Build	Estimate:	107
Reporter:	Connie Buzbee	Regulation Reference:	Translations XX	Created:	09/27/2022 03:28 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence, Foster Care/Kin GAP/AAP]	Funding Source ID:	FCED - New Scope
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Michelle Ramos 02/06/23				
Expedite Approval:	By Karen J. Rapponotti on 02/07/2023				
Current Design:	Currently KG 3 (12/11) is available only in English language in CalSAWS Template Repository.				
Request:	Add KG 3 (12/11) Kin-GAP Mutual Agreement For Nonminor Former Dependents in available Threshold Languages to CalSAWS Template Repository. Languages Include: Russian, Spanish and Chinese.				
Recommendation:	Add KG 3 (12/11) Kin-GAP Mutual Agreement For Nonminor Former Dependents to CalSAWS Template Repository in following Threshold Languages: Russian, Spanish and Chinese.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	107				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	69	Conversion :	0	DBA :	0
Design :	17	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	21	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-240238] Quarterly release testing for EBT vendor FIS - February 2023

- Resolved: 02/02/2023 01:15 PM

Team Responsible:	Fiscal	Assignee:	Jimmy Tu	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.02	Expedite Changes:	Production Deployment	Estimate:	10
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	01/31/2022 01:00 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 02/17/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/01/2023				
Current Design:	EBT (Electronic Benefit Transfer) vendor FIS (Fidelity Information Systems) produces quarterly releases to update their system.				
Request:	The CalSAWS project will need to conduct quarterly testing for these FIS EBT system releases.				
Recommendation:	Test FIS EBT release - February 2023				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	10				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	10
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

[CA-242754] 2023 Federal Poverty Levels for Medi-Cal

- Resolved: 02/09/2023 10:22 AM

Team Responsible:	CalHEERS	Assignee:	Sai Kumar Kandula	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	New Policy
Minor Version:	23.02.09	Expedite Changes:	Production Deployment	Estimate:	66
Reporter:	Tisha Mutreja [X]	Regulation Reference:	ACWDL 23-03	Created:	03/21/2022 04:44 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Nina Butler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Expedited Production Deployment Approved by Sharon Teramura on 1/11/2023 via email.

Current Design:

1. CalSAWS maintains Medi-Cal Federal Poverty Level (FPL) tables in accordance to the ACWDL 22-03. Three of these tables are used for FPL lookups for the following groups:
 - MSP without RSDI: Applicants and recipients of Medicare Savings Programs (MSP): Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualified Individual-1 (QI-1), who do not receive Title II Retirement Survivors and Disability Insurance (RSDI) income.
 - MSP with RSDI: Applicants and recipients of MSP (QMB, SLMB, QI-1), who receive Title II RSDI income.
 - Other Medi-Cal FPL Groups: All other Medi-Cal recipients who receive benefits based on a calculation involving the FPL.

These tables are using values which were implemented with the 2022 FPL Cost of Living Adjustment (COLA) under CA-235932 per ACWDL 22-03. These values are implemented in the system effective to high date (on-going).

Technical Note: Code Table stores values only up to family unit size 10. For every additional member in the family, additional amount is added.

2. Customer's Social Security Administration (SSA) income is updated every year based on the new SSA income increase rate effective the month of January of that particular year. FPL-related budgets also use this updated SSA income, but the new SSA income increase rate is not effective until the month of April for FPL budgets so the system uses a 'Backout Multiplier' to account for the difference. The Backout Multiplier holds the current year's SSA income increase rate value. When handling FPL budgets, the system takes the current SSA income amount and divides it with the Backout Multiplier (CT335_A2_SSA_INCOME_INCREASE_MULTIPLIER) which results in the SSA income amount being equal to the previous SSA income amount for FPL-related budgets. The Backout Multiplier was high-dated to continue for all of 2022.

Request:

1. ACWDL 23-03 contains the 2023 FPL COLA values. The system needs to be updated with the new values.
2. With the release of ACWDL 23-03, the 'Backout Multiplier' is no longer needed effective 04/01/2023.

Recommendation:

1. Update the following existing FPL values in the system to the new values in ACWDL 23-03:
 - a. FPL values for MSP without RSDI
 - i. End Date the existing 2022 values to 12/31/2022
 - ii. Insert the new values effective 01/01/2023 to high-date
 - 100% FPL for QMB w/out SSA (CT351-52)
 - 120% FPL for SLMB w/out SSA (CT351-54)
 - 135% FPL for QI1 w/out SSA (CT351-56)
 - b. MSP with RSDI
 - i. End Date the existing 2022 values to 02/28/2023
 - ii. Insert the new values effective 03/01/2023 to high-date
 - 100% FPL for QMB w/ SSA (CT351-53)

- 120% FPL for SLMB w/ SSA (CT351-55)
- 135% FPL for Q11 w/ SSA (CT351-57)

c. Other Medi-Cal FPL Groups

- i. End Date the existing 2022 values to 03/31/2023
- ii. Insert the new values effective 04/01/2023 to high-date
 - 100% FPL (CT351-01)
 - 120% FPL (CT351-02)
 - 133% FPL (CT351-04)
 - 135% FPL (CT351-05)
 - 138% FPL (CT351-67)
 - 160% FPL (CT351-50)
 - 185% FPL (CT351-07)
 - 200% FPL (CT351-08)
 - 250% FPL (CT351-09)

d. CMSP Value

- i. End Date the existing 2022 values to 12/31/2022
- ii. Insert the new values effective 01/01/2023 to high-date
 - 300% FPL (CT351-75)

Technical Note: 300%FPL is not a part of the ACWDL but calculated as thrice the 100% FPL value from the ACWDL.

2. Update the 'Backout Multiplier' values (CT335_A5 and CT335_A6) to '3' (March) since the 2023 FPL limits are being added to the system.

Outreach

Description:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate:

66

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	36	CalHEERS Test :	25
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-251496] Create List of Active CMSP Individuals in Preparation for End of Continuous Coverage

- Resolved: 01/26/2023 05:04 PM

Team Responsible:	CalHEERS	Assignee:	Prem Raghupathy	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Individual Data Change
Minor Version:	23.01.27	Expedite Changes:	Production Deployment	Estimate:	24
Reporter:	Renee Gustafson	Regulation Reference:		Created:	10/18/2022 10:41 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Documentation	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by E. Miller 2/14/2023				
Expedite Approval:	Approval received by Sharon Teramura on 01/18/2023 via email.				
Current Design:	CMSP Auto-Discontinuance job for End of Certification period was turned off as a result of the Continuous Coverage.				
	CMSP individuals may be Active in CalSAWS beyond their Certification End Date.				
Request:	In anticipation of the end of Continuous Coverage, CMSP requested a list of Active CMSP individuals so the CMSP Administrator can prepare a letter to notify CMSP individuals how to reapply for CMSP/Medi-Cal after the Continuous Coverage ends.				
Recommendation:	<p>1. Generate a list of individuals who are in receipt of CMSP (aid codes: 50, 8F, 88, 89) for benefit month of March 2023.</p> <p>The list will include columns for</p> <ul style="list-style-type: none"> - Coverage start month and year (Beginning Date of Aid) - Certification end date - County code - Aid code - First Name - Last Name - Suffix - Mailing address (Address Line 1, Address Line 2, City, State, ZIP) - PN - DOB - CIN - Case number <p>The list will be provided to the CMSP administrator via secure connection.</p>				
Outreach Description:	None				
Alternative Procedure Description:					
Operational Impact:					
Estimate:	24				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	21	CalHEERS Test :	3

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

[CA-255472] Turn on Disaster CalFresh and DCF Reports

- Resolved: 02/03/2023 02:23 PM

Team Responsible:	Reports	Assignee:	Tim Adam	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Thao Ta	Change Type (SCR):	New Policy
Minor Version:	23.02.03	Expedite Changes:	Production Deployment	Estimate:	40
Reporter:	Sheryl E. Eppler	Regulation Reference:	CA DSNAP Request - Feb 2023 Operation - Final_1.31.23	Created:	01/20/2023 06:33 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[State/Fiscal Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-255473
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - 02/01/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/01/2023				
Current Design:	SCR #28945 (Release 7.05) added functionality to allow CalSAWS System Counties to provide Disaster Services through the CalSAWS System Application. When Disaster Services are turned on for a County, workers can: 1. Issue Disaster Services pre-embossed EBT cards provided by the EBT Vendor (FIS). 2. Issue Disaster Benefits via a Manual EDBC with a run reason of Disaster Services and an immediacy of Rush. These EDBC's are not factored into the previous potential benefit calculations of future EDBC's.				
Request:	Calaveras, Merced, Monterey and San Joaquin counties have been in a state of emergency due to the recent rain and flooding in January 2023. The State has received Federal Approval for D-SNAP benefits for Merced, Monterey and San Joaquin county residents. For Calaveras, Merced, Monterey and San Joaquin counties, Disaster Services (D-SNAP) application period will run from 02/06/2023 thru 02/15/2023.				
Recommendation:	1) Activate Disaster Services in the CalSAWS System for Calaveras, Merced, Monterey and San Joaquin counties starting 02/04/2023. NOTE: Validate FIS has turned on DFSP EBT Benefit Type. For Disaster Services Detail page: - Disaster Name: January 2023 Bomb Cyclone Storms - Disaster Benefit Begin Date: 12/27/2022 - Disaster Benefit End Date: 01/25/2023 - Application Begin Date: 02/04/2023 - Application End Date: 02/15/2023 - Processing End Date: 03/06/2023 - Elig_Optn_code: DG 2) Activate Disaster CalFresh Daily Report for Calaveras, Merced, Monterey and San Joaquin counties (PB17R134) starting 02/06/2023. NOTE: No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Disaster Supplement benefits. Note: SCR CA-255473 will be applied at a later time to deactivate CalFresh Disaster Reports. Outreach: An email communication will be sent out to Calaveras, Merced, Monterey and San Joaquin counties regarding Disaster Services being turned on.				

Outreach

Description:

Alternative

No Disaster CalFresh Services without activating this.

Procedure

Description:

Operational Impact:

Estimate:

40

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



[CA-256112] Create bulk load SQL to add Contact Center Generic Logins for Training Production

- Resolved: 02/07/2023 08:52 AM

Team Responsible:	Online	Assignee:	Rashmi Holla	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.02.07	Expedite Changes:	Start Build	Estimate:	20
Reporter:	Cristina Garcia	Regulation Reference:		Created:	02/02/2023 02:10 PM
Status:	In Production	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Karen Rapponotti on 2/2/2023				
Expedite Approval:	Approved by Karen Rapponotti on 2/2/2023				
Current Design:	Emergency request CHG0039021 creates additional Generic Logins for Contact Center Model Office access to the Training Production (TRN) environment. Each CalWIN County currently has 20 Agent and 5 Supervisor logins, which need to be doubled in order to provide training sessions for up to 50 users per county during CalWIN migration.				
Request:	Online team: Please create a bulk load looping SQL for the DBA team so they can create the Generic logins for TRN. The attachment is the xls of the Generic login information.				
Recommendation:	Online team: Please create a bulk load looping SQL for the DBA team so they can create the Generic logins for TRN. The attachment is the xls of the Generic login information.				
Outreach Description:	This would limit the number of participants in each Model Office Contact enter training session.				
Alternative Procedure Description:					
Operational Impact:					
Estimate:	20				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	20	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-256134] Create Generic Logins for Contact Center Model Office in FR PROD

- Resolved: 02/06/2023 02:08 PM

Team Responsible:	Tech Forge Rock	Assignee:	Tyler Mogk	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.02.07	Expedite Changes:	Start Build	Estimate:	4
Reporter:	Cristina Garcia	Regulation Reference:		Created:	02/02/2023 05:09 PM
Status:	In Production	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Janet Mitri	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Training	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: Emergency request CHG0039021 creates additional Generic Logins for Contact Center Model Office access to the Training Production (TRN) environment. Each CalWIN County currently has 20 Agent and 5 Supervisor logins, which need to be doubled in order to provide training sessions for up to 50 users per county during CalWIN migration.

Request: Create Generic logins based on the spreadsheet provided in Forgerock PROD. There are no emails for these logins since they are generic logins.

Recommendation: Create Generic logins based on the spreadsheet provided in Forgerock PROD. There are no emails for these logins since they are generic logins.

Outreach

Description:

Alternative

This is a request for additional Generic User logins. Alternative procedure would be to recycle the current Generic User logins.

Procedure

Description:

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	4	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256212] Butte County-DCR to Update Issuances to Monthly Benefit

- Resolved: 02/06/2023 04:47 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Kapil Santosh	Change Type (SCR):	Enhancement
Minor Version:	23.02.06	Expedite Changes:	Production Deployment	Estimate:	18
Reporter:	Claudia Pinto	Regulation Reference:		Created:	02/06/2023 09:47 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Claudia Pinto 2/6/2023

Expedite Approval: Prod Depl Approved by Karen Rapponotti 2/6/2023

Current Design: The return warrant print file for Feb 2023 main payroll for Butte County was not complete

Request: The file was resent and processed.
1. Apply a DCR to update the issuance category of the issuances to Monthly Benefit

Recommendation: The file was resent and processed.
1. Apply a DCR to update the issuance category of the issuances to Monthly Benefit

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **18**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	10
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	8	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

[CA-256218] Update Del Norte Holiday Calendar for 2023

- Resolved: 02/09/2023 04:11 PM

Team Responsible:	Batch Operations	Assignee:	Narendar Sabbani	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.10	Expedite Changes:	Production Deployment	Estimate:	40
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/06/2023 11:18 AM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Dorothy Waddelow (Del Norte) - Approved - 02/07/2023

Expedite Approval: Karen Rapponotti - Approved - 02/07/2023

Current Design: The 2023 Holiday Calendar was set with CRFI # 22-104, SCR # CA-251310

Request: Del Norte has updates to the 2023 Holiday Calendar for their County.

Recommendation: Del Norte County (08) Only:

County will be OPEN On Monday 02/13/2023
 County will be CLOSED on Friday 02/17/2023
 County will be CLOSED on Monday 03/27/2023
 County will be OPEN on Friday 03/31/2023

Outreach Description:

Alternative Procedure Description: NA

Operational Impact:

Estimate: **40**

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



[CA-256220] Turn on Disaster CalFresh and DCF Reports (W2 - Mendocino)

- Resolved: 02/08/2023 04:54 PM

Team Responsible:	Reports	Assignee:	Jimmy Tu	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Thao Ta	Change Type (SCR):	New Policy
Minor Version:	23.02.08	Expedite Changes:	Production Deployment	Estimate:	40
Reporter:	Sheryl E. Eppler	Regulation Reference:	CA DSNAP Request - Feb 2023 Operation - Wave 2-3 Counties	Created:	02/06/2023 11:35 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh, Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-256221
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 02/06/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/06/2023				
Current Design:	SCR #28945 (Release 7.05) added functionality to allow CalSAWS System Counties to provide Disaster Services through the CalSAWS System Application. When Disaster Services are turned on for a County, workers can:				
	<ol style="list-style-type: none"> 1. Issue Disaster Services pre-embossed EBT cards provided by the EBT Vendor (FIS). 2. Issue Disaster Benefits via a Manual EDBC with a run reason of Disaster Services and an immediacy of Rush. These EDBC's are not factored into the previous potential benefit calculations of future EDBC's. 				
Request:	Mendocino County has been in a state of emergency due to the recent rain and flooding in January 2023. The State has received Federal Approval for D-SNAP benefits for Mendocino County residents. For Mendocino County, Disaster Services (D-SNAP) application period will run from 02/09/2023 thru 02/15/2023.				
Recommendation:	<ol style="list-style-type: none"> 1) Activate Disaster Services in the CalSAWS System for Mendocino County starting 02/09/2023. NOTE: Validate FIS has turned on DFSP EBT Benefit Type. <p>For Disaster Services Detail page:</p> <ul style="list-style-type: none"> - Disaster Name: January 2023 Bomb Cyclone Storms - Disaster Benefit Begin Date: 12/27/2022 - Disaster Benefit End Date: 01/25/2023 - Application Begin Date: 02/09/2023 - Application End Date: 02/15/2023 - Processing End Date: 03/06/2023 - Elig_Optn_code: DG <ol style="list-style-type: none"> 2) Activate Disaster CalFresh Daily Report for Mendocino County (PB17R134) starting 02/09/2023. <p>NOTE: No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Disaster Supplement benefits. Note: SCR CA- will be applied at a later time to deactivate CalFresh Disaster Reports. Outreach: An email communication will be sent out to Mendocino County regarding Disaster Services being turned on.</p>				
Outreach Description:					

Alternative Procedure Description:
Operational Impact Estimate: N/A
40

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



[CA-256232] Shut off the Stale Dated Warrant Job for Kern County

- Resolved: 02/06/2023 04:08 PM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.06	Expedite Changes:	Production Deployment	Estimate:	10
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/06/2023 01:09 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 02/06/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/06/2023				
Current Design:	<p>There is an issue with Paid Warrant File being sent by Kern county. As a result, warrants are not being updated to Status of Paid.</p> <p>The Stale Dated Warrant batch job automatically cancels any warrants that have not been paid after 6 months. Since the warrants are not being updated to Paid this results in erroneous warrant cancellations.</p>				
Request:	Shut off the Stale Dated Warrant Batch job for Kern county				
Recommendation:	Shut off the Stale Dated Warrant Batch job for Kern county				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	10				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	5
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	5	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-256312] Update the announcement on the Homepage that references the extended system downtime for Wave 2.

- Resolved: 02/07/2023 01:44 PM

Team Responsible:	Online	Assignee:	Aman P. Mishra	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:	23.02.07	Expedite Changes:	Production Deployment	Estimate:	9
Reporter:	Matthew Lower	Regulation Reference:		Created:	02/07/2023 10:49 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen J Rapponotti on 02/07/2023

Expedite Approval: Approved by Karen J Rapponotti on 02/07/2023

Current Design: Under CA-255261 the following announcement was added in CalSAWS for the potential outage during the CalWIN wave 2 activity "Due to the upcoming CalWIN migration cutover activities, CalSAWS application may not be available from Friday, February 24th 1:00 PM PST through Monday, February 27th 12:00 PM PST. Please avoid scheduling appointments during this time period."

Request: Update the existing announcement from the CalSAWS Homepage to "CalSAWS Project Announcement: Due to upcoming CalWIN migration cutover activities, the CalSAWS team advises counties to avoid scheduling customer appointments late in the day on Friday, February 24th through early Monday morning, February 27th. "

Recommendation: Replace the following Announcement:
 "Due to the upcoming CalWIN migration cutover activities, CalSAWS application may not be available from Friday, February 24th 1:00 PM PST through Monday, February 27th 12:00 PM PST. Please avoid scheduling appointments during this time period."

To

"CalSAWS Project Announcement: Due to upcoming CalWIN migration cutover activities, the CalSAWS team advises counties to avoid scheduling customer appointments late in the day on Friday, February 24th through early Monday morning, February 27th. "

Announcement will display for all 58 counties.

Announcement Type will be: County and will display starting the day the SCR goes into production until Monday, February 27th.

Note: There is no design document for this SCR.

Outreach Description:
Alternative Procedure Description:
Operational Impact:
Estimate: 9

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

Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	7	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	2	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-236573] Add data to County Preview env for CalWIN counties

- Resolved: 02/16/2023 01:03 PM

Team Responsible:	Automated Test	Assignee:	Avinda Bandaranayake	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Avinda Bandaranayake	Change Type (SCR):	Enhancement
Minor Version:	23.02.17	Expedite Changes:	Start Build	Estimate:	65
Reporter:	Avinda Bandaranayake	Regulation Reference:		Created:	11/10/2021 02:32 PM
Status:	In Production	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:	Logan Pratt	Approved by Committee:	02/06/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:	02/06/2023				
Non-Committee Review:	Approved by Logan Pratt on 02/06/2023				
Expedite Approval:	Approved by Karen J Rapponotti on 2/6/2023				
Current Design:	The county preview environment is used by counites to test APIs. The environment does not have any data for CalWIN counties.				
Request:	Add data to the county preview environment for all CalWIN counties.				
Recommendation:	Run data creation scripts in county preview for all CalWIN counties. The data added should allow the counties to test all API functionality.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	65				
Automated Test :	65	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255263] Generate a one time list of LA GR hearing Appointments created during the CalSAWS Outage Period

- Resolved: 02/09/2023 09:25 AM

Team Responsible:	Eligibility	Assignee:	Ramakrishna Kuchibhotla	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Enhancement
Minor Version:	23.02.16	Expedite Changes:	No	Estimate:	53
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	01/16/2023 06:21 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: no need for committee approved by Adelaide Mendoza

Expedite Approval:

Current Design:

LA GA program cases have either GA/GR or GROW hearing appointment with a hearing appointment date and time between the Wave 2 outage timeframe (i.e. Friday, February 24th 12:00 PM PST through Monday, February 27th 12:00 PM PST).

Request:

Generate a one time list of LA GA/GR cases with either a GA/GR or GROW hearing appointment during the CalSAWS Outage Period - Friday, February 24th 12:00 PM PST through Monday, February 27th 12:00 PM PST.

Recommendation:

1) Generate list of LA GA/GR (GA) cases that meet the following criteria after Batch Job JB00E173M (QR7andAnnualAgreementDiscontinueGR) is run:

a) Case is linked to a 'General Assistance/General Relief' or 'GROW' Hearing with Hearing Type of one of the following:

- Annual Agreement Hearing
- Employment Non Compliance Hearing
- GROW Non Compliance Hearing
- MSUDRP Non Compliance Hearing
- Overpayment or Recoupment Hearing
- Other Failure Hearing
- QR7LA Failure Hearing
- Benefit Reduction Hearing

b) Hearing Date and Time is between CalSAWS Outage Period - Friday, February 24th 12:00 PM PST through Monday, February 27th 12:00 PM PST.

This list will include the Standard List Columns:

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

This list will also include these additional columns:

- Hearing Participant (First Name, Last Name)
- Hearing ID
- Hearing Type
- Hearing Date
- Hearing Time

- Reason for Hearing
- Hearing Disposition

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-255263

**Outreach
Description:**

List of affected LA GA/GR cases will be posted to the CalSAWS Web Portal in the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-255263

**Alternative
Procedure
Description:**

Lookup cases under Special Units > GR/GROW Hearings

**Operational Impact:
Estimate:**

53

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	28	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	20	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255441] Generate Weekly Cumulative List of Appointments Created During CalSAWS Outage Period

- Resolved: 02/01/2023 03:22 PM

Team Responsible:	Online	Assignee:	Lawrence Samy	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Lawrence Samy	Change Type (SCR):	Data Change
Minor Version:	23.02.24	Expedite Changes:	Production Deployment	Estimate:	20
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	01/19/2023 02:08 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Karen J. Rapponotti	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Non Committee approval by Karen J Rapponotti on 1/19/2023				
Expedite Approval:	Approved by Karen J Rapponotti on 1/19/2023				
Current Design:	Currently, no reports are provided on a weekly basis for appointments that are scheduled between Friday 2/24 1PM through Monday 2/27 12PM				
Request:	Generate Weekly Cumulative List of Appointments Created During CalSAWS Outage Period				
Recommendation:	Outage Period - Friday, 2/24/2023 1PM PST to Monday, 2/27/2023 12PM PST				
	Create a weekly list of appointments that are scheduled between Friday, 2/24/2023 1PM PST to Monday, 2/27/2023 12 PM PST.				
	Weekly list will be generated and posted on the Web Portal every Friday from 1/20/2023 through Friday 2/24/2023.				
	Note: There is no Design Document for this SCR				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact: Estimate:	20				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	20	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255766] List of RCA/TCVAP Cases Active 8 Months or More

- Resolved: 02/21/2023 12:48 PM

Team Responsible:	Eligibility	Assignee:	Giovanni Gonzalez	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Thomas Lazio	Change Type (SCR):	New Policy
Minor Version:	23.02.21	Expedite Changes:	No	Estimate:	45
Reporter:	Jason M. Francis	Regulation Reference:	ACWDL	Created:	01/26/2023 05:15 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Sarah Rich	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Sarah Rich 2/13/23

Expedite Approval:

Current Design:

Per ACWDL dated May 27, 2022, CalSAWS EDBC logic must be updated to allow up to 12 months of cash aid instead of 8 months for the RCA programs activated on or after October 1, 2021. This change was implemented through SCR CA-245084

Request:

Counties have requested a list of active RCA/TCVAP programs that have been active for 8 months or more.

Recommendation:

1) Provide a list of active RCA cases where one of the following conditions exist:

- a) There is an active program person with '01' aid code from last active month, RCA program has been active 8 or more months from Citizenship Date of Entry and a Citizenship record valid 10/01/2021 or later.
- b) There is an active program person with '1V' aid code from last active month, RCA program has been active 8 or more months from Application Date and their earliest aided Application Date is 10/01/2021 or later.

This list will include the Standard List Columns:

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

This list will also include these additional columns:

- First Name
- Last Name
- Application Date
- Beginning Date of Aid (BDA)
- Date of Entry (if applicable)
- Latest Aid Code

The list will be posted to the following location: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-255766

Outreach Description:

List of affected RCA cases will be posted to the CalSAWS Web Portal in the following location:

CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-255766

Alternative Procedure Description:

N/A

Operational Impact:

Estimate: 45

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	30	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	15	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255840] Training: Update General Eligibility WBTs for 23.03 App Dev Changes

Team Responsible:	Training	Assignee:	Divya Vasam	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	John Depauw	Change Type (SCR):	Enhancement
Minor Version:	23.03.17	Expedite Changes:	Start Build	Estimate:	35
Reporter:	Cristina Garcia	Regulation Reference:		Created:	01/30/2023 12:18 PM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Training	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 2/3/2023

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: General Eligibility WBTs are impacted by system changes implemented with the 23.03 Production release.

Request: General Eligibility WBTs need to be updated to reflect system changes implemented with the 23.03 Production release.

Recommendation:

Update the following General Eligibility WBTs to reflect changes implemented with the App Dev SCR(s) listed:

1. 040-WBT-ELA-Eligibility General-01
 - a. CA-209184 Liquid Property Detail page (add ;Retained Earned Income' in Liquid Property Type drop list)
 - b. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the 'Social Security Retirement")
2. 040-WBT-ELA-Eligibility General-02-B
 - a. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the 'Social Security Retirement")
3. 040-WBT-ELA-Eligibility General-05
 - a. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the 'Social Security Retirement")

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 35

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



[CA-255845] Training: Update Eligibility CalFresh WBTs for 23.03 App Dev Changes

Team Responsible:	Training	Assignee:	Divya Vasam	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.03.17	Expedite Changes:	Start Build	Estimate:	45
Reporter:	Cristina Garcia	Regulation Reference:		Created:	01/30/2023 12:53 PM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 2/3/2023

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: General Eligibility WBTs are impacted by system changes implemented with the 23.03 Production release.

Request: General Eligibility WBTs are impacted by system changes implemented with the 23.03 Production release.

Recommendation: Update the following Eligibility CalFresh WBTs to reflect changes implemented with the App Dev SCR(s) listed:

1. 046-WBT-ELD-Eligibility CalFresh-02
 - a. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the "Social Security Retirement")
2. 046-WBT-ELD-Eligibility CalFresh-03
 - a. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the "Social Security Retirement")
3. 046-WBT-ELD-Eligibility CalFresh-05
 - a. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the "Social Security Retirement")

Outreach Description: None.

Alternative Procedure Description:

Operational Impact:

Estimate: 45

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



[CA-255865] Training: Update Medi-Cal WBTs for 23.03 App Dev Changes

Team Responsible:	Training	Assignee:	Gayathri Anchal	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.03.17	Expedite Changes:	Start Build	Estimate:	60
Reporter:	Cristina Garcia	Regulation Reference:		Created:	01/30/2023 04:30 PM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 2/3/2023

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: Medi-Cal WBTs are impacted by system changes implemented with the 21.01 to 23.03 Production release.

Request: Medi-Cal WBTs need to be updated to reflect system changes implemented with the 23.03 Production release.

Recommendation: Update the following Medi-Cal WBTs to reflect changes implemented with the App Dev SCR(s) listed:

1. 052-WBT-ELG-Eligibility Medi-Cal-01-A
 - a. CA-209184 Customer Options Detail page (Add to Type Drop List: 'Working Disabled - Unemployment')
2. 052-WBT-ELG-Eligibility Medi-Cal-01-B
 - a. CA-209184 Income Detail page (Under Type section, Add Checkbox "Converted from Social Security Disability" to be used by Working Disabled. Medi-Cal EDBC rules will exclude the 'Social Security Retirement')
3. 052-WBT-ELG-Eligibility Medi-Cal-01-C
 - a. CA-209184 Customer Options Detail page (Add to Type Drop List 'Working Disabled - Unemployment')
4. 052-WBT-ELG-Eligibility Medi-Cal-02-A
 - a. CA-209184 Customer Options Detail page (Add to Type Drop List: 'Working Disabled - Unemployment')
 - b. CA-209184 Liquid Property Detail page (Add to Liquid Property Type Drop List: Retained Earned Income')
5. 052-WBT-ELG-Eligibility Medi-Cal-02-B
 - a. CA-209184 Customer Options Detail (Add to Type Drop List: 'Working Disabled - Unemployment')

Outreach Description: N/A

Alternative Procedure Description:

Operational Impact:

Estimate: 60

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

Tech ForgeRock :	0	Tech Ops :	0	Training :	60
Translation :	0				



[CA-255868] Training: Update Employment Services-GROW WBTs for 23.01 App Dev Changes

Team Responsible:	Training	Assignee:	Gayathri Anchal	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.03.17	Expedite Changes:	Start Build	Estimate:	15
Reporter:	Cristina Garcia	Regulation Reference:		Created:	01/30/2023 05:10 PM
Status:	Approved	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 2/3/2023

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: Employment Services-GROW WBTs are impacted by system changes implemented with the 23.01 Production release.

Request: Employment Services-GROW WBTs need to be updated to reflect system changes implemented with the 23.01 Production release.

Recommendation: Update the following Employment Services-GROW WBTs to reflect changes implemented with the App Dev SCR(s) listed:
 1. 062-WBT-ESB-Employment Services-GROW-02
 a. CA-247240 Resource Detail page (Add CBO to Drop List)

Outreach

Description:
Alternative Procedure N/A

Description:
Operational Impact:
Estimate: 15

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



[CA-256057] Update Diaper allowance process for Wave 2 counties for Feb and March 2023

Team Responsible:	Fiscal	Assignee:	Matthew Warren	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:	23.02.27	Expedite Changes:	Production Deployment	Estimate:	76
Reporter:	Claudia Pinto	Regulation Reference:		Created:	02/02/2023 08:43 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

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

Expedite Approval: Prod Depl Approved by Karen Rapponotti 2/8/2023

Current Design: Diaper payments in CalWIN come out of Employment Services/Supportive Services. These are not paid out of the FME process (Fiscal) and are paid out of daily processes (either the daily batch or the EBT Host 2 Host transactions). County workers authorize these payments each month on any day in employment services system and that authorization creates a daily issuance trigger to be paid.

The converted Diaper allowance issuances have payment requests with the Adult payee as the need person on the customer need. CalWIN creates one payment for the entire month for all the children in the household eligible for Diaper. CalSAWS creates individual \$30 payments for each child eligible for Diaper and the child is designated as the need person on the Customer Need.

This discrepancy in the converted data from CalWIN results in CalSAWS creating duplicate diaper payments for the child again as the Diaper job uses the customer need person to identify if Diaper allowance payment was previously issued to the child for the same month.

Request: Update Diaper allowance process for Wave 2 counties to avoid duplicate payments during the migration months (Feb 2023 and March 2023)

Recommendation:

1. Add a temporary process to stop any additional diaper issuances on batch created payment requests in CalSAWS on the cases that already got diaper payments in CalWIN (converted) for the the months of Feb 2023 and March 2023.
Note: Diaper jobs are not turned off, so duplicate payment request will still be created.
2. DCR to mark these Diaper Payment Requests as Denied that were created by CalSAWS (as they would be duplicates)
3. Turn off the temporary process after the Diaper Payment Requests created in CalSAWS on these cases that already received Diaper payments in CalWIN are marked Denied

Note: Workers would have to issue any additional diaper payments manually on the case that received diaper payments in CalWIN for months 2/1/2023 and 3/1/2023.

Outreach Description: N/A

Alternative Procedure Description: N/A

Operational Impact Estimate: 76

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

Design :	0	Eligibility :	0	Fiscal :	56
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	20	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256083] Add new Eligibility Statement codes 368 and 369 on SAVE Detail page

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:	23.03.09	Expedite Changes:	Production Deployment	Estimate:	55
Reporter:	Tina Tran	Regulation Reference:		Created:	02/02/2023 10:19 AM
Status:	In Assembly Test	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Tina Tran	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[MEDS]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Tina Tran on 02/02/2023

Expedite Approval: Approved by Karen J. Rapponotti on 2/2/2023

Current Design: CalSAWS doesn't not include new Eligibility Statement codes 368 and 369 on SAVE Detail page.

Request: There are two additional Eligibility Statement codes 368 and 369 that need to be added into the SAVE Detail page.

Recommendation: Modify CalSAWS to implement new Eligibility Statement codes 368 and 369.

Create a CTCR to add or update the new codes from the attachment provided by partner 'SAVE Response File Data Dictionary 1.30.23'.

Outreach Description: N/A.

Alternative Procedure Description:

Operational Impact:

Estimate: 55

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

[CA-256168] Training: Required Updates for Medi-Cal WBTs

Team Responsible:	Training	Assignee:	Divya Vasam	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.03.17	Expedite Changes:	Start Build	Estimate:	45
Reporter:	Cristina Garcia	Regulation Reference:		Created:	02/03/2023 10:47 AM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Maggie Orozco-Vega	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Training	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Karen Rapponotti on 2/3/2023				
Expedite Approval:	Approved by Karen Rapponotti on 2/3/2023				
Current Design:	This SCR is to address comments identified as additional updates by Consortium during review of CA-251665. These are required updates that were out of scope from prior SCRs.				
Request:	All updates mentioned in the Comments Logs attached to this SCR are to be addressed.				
Recommendation:	Update the following WBTs as requested by the Consortium based on comment logs attached.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	45				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	45
Translation :	0				



[CA-256259] Update Santa Clara/Tulare Staff with the Correct User Name.

- Resolved: 02/15/2023 04:36 PM

Team Responsible:	Online	Assignee:	Brian Munce	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:	23.02.15	Expedite Changes:	Production Deployment	Estimate:	31
Reporter:	Matthew Lower	Regulation Reference:		Created:	02/06/2023 06:34 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Haikaz (Mike) Tombakian	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Help Desk]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Non Committee approved by Mike Tombakian on 02/14/2023

Expedite Approval: Approved by Karen J Rapponotti on 02/07/2023

Current Design: Santa Clara and Tulare county has a list of users that either have incorrect username/email address in CalSAWS or they have a staff record but does not have username associated to them.

- Request:**
1. Add missing username (email address) to existing staff records in CalSAWS.
 2. Update the incorrect e-mail address/username in CalSAWS.

- Recommendation:**
- 1) Update the incorrect email address (Information can be found on the Staff Detail page on the Email-Address block for E-mail Type of 'Primary' in CalSAWS) for Santa Clara/Tulare County staff with the correct information in CalSAWS.
 - 2) Update the incorrect Active Directory user name (Username) for Santa Clara/Tulare County staff with the correct email address in CalSAWS (information can be found on the Security Assignment page --> User Name field).
 - 4) Add username (email address) to existing staff records for Tulare/Santa Clara in CalSAWS (Username for these staff records are missing).

Note: For Santa Clara and Tulare county, the username will be the email address.

Please reference:
 Santa Clara: Original List for Santa Clara County 02.13.2023.xlsx
 Tulare: Original List for Tulare County 02.13.2023.xlsx

Outreach

Description:
Alternative Procedure None

Description:
Operational Impact:

Estimate: 31

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	14	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	12	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-238843] Disable Edit Mode on the Security Assignment Page Until a Username is Added

Team Responsible:	Online	Assignee:	Mansi Mehra	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:	23.03.xx	Expedite Changes:	No	Estimate:	23
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	12/29/2021 04:34 PM
Status:	Pending Approval	Impact Analysis:	[Security, Training]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[Job Aid, Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Security]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Dymas Pena on 02/01/2023

Expedite Approval:

Current Design:

When adding a Security Assignment for new Staff that has not been assigned a Username, the User can either Edit the Security Assignment or Add a Username. If the user tries to Edit the Security Assignment without first adding a Username the Security Assignment Edits are lost. The 'Add User Name' button is in the security profile section instead of in the button rows at the top and bottom of the page.

Request: Users should not loose Security Assignments edits after they are selected. This should be the same for all counties not just former C-IV counties.

Recommendation: (see design doc. for complete recommendations)
 1. Hide the 'Edit' button until a Username has been added.
 2. Move the 'Add User Name' button to the top and bottom button rows.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: 23

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	17	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-247456] Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 3

Team Responsible:	Batch Operations	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[23.03]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	Operational Enhancement
Minor Version:	23.04.24	Expedite Changes:	No	Estimate:	10
Reporter:	Cynthia Ridley	Regulation Reference:		Created:	07/05/2022 03:57 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Elisa Miller	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CH-186218
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: CA-239130 added on request batch job (PI00CH108) to convert Unprocessed CalWIN DER-Us into CalSAWS.
Request: Run batch job (PI00CH108) on 04/24/2023 for CalWIN WAVE 3.
Recommendation:

1. Run batch job (PI00CH108) on 04/24/2023 for CalWIN WAVE 3
2. Generate a list of DER-Us that did not process through the batch.

Outreach

Description:
Alternative Procedure Description: County Users will need to make a change on the CalHEERS portal to have a DER-U sent to CalSAWS.

Operational Impact:
Estimate: **10**

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

 **[CA-255013] CalSAWS Virtual Assistant Expansion - Release 2**

Team Responsible:	Special Project	Assignee:	Unassigned	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Sarah Cordano	Change Type (SCR):	Enhancement
Minor Version:	23.03.16	Expedite Changes:	No	Estimate:	1000
Reporter:	Uzochi Oparaji	Regulation Reference:		Created:	01/10/2023 11:35 AM
Status:	Pending Approval	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Connie Buzbee	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[BOTS]	Funding Source ID:	Virtual Assistant
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Connie Buzbee 2/14/2023

Expedite Approval:
Current Design: The Virtual Assistant was implemented with CA-252905. County staff have the ability to access the BOT content online.

Request: Implement the second release of the BOT to add additional content for county staff access.

Recommendation: In Release 2 of the CalSAWS VA, we will release additional UCs and sub-menus within the VA.

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: 1000

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	1000	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255421] Training: Required Updates for Resource Databank - Maintenance WBTs

Team Responsible:	Training	Assignee:	Gayathri Anchal	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Cristina Garcia	Change Type (SCR):	Enhancement
Minor Version:	23.03.24	Expedite Changes:	Start Build	Estimate:	125
Reporter:	Cristina Garcia	Regulation Reference:		Created:	01/19/2023 07:51 AM
Status:	In Development	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Janet Mitri	Training Impacted:	[CFP/WBT]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Training	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 2/3/2023

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: This SCR is to address comments identified as additional updates by Consortium during review of CA-251672. These are required updates that were out of scope from prior SCRs.

Request: All updates mentioned in the Comments Logs attached to this SCR are to be addressed.

Recommendation: Update the following WBTs as requested by the Consortium based on comment logs attached:
 130-WBT-RDM-Resource Databank Maintainer-01
 130-WBT-RDM-Resource Databank Maintainer-02
 130-WBT-RDM-Resource Databank Maintainer-03
 130-WBT-RDM-Resource Databank Maintainer-04
 130-WBT-RDM-Resource Databank Maintainer-05
 130-WBT-RDM-Resource Databank Maintainer-DCFS-06-A
 Please refer to the attached spreadsheet for comment details.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **125**

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



[CA-255445] Enhance Text Messaging Functionality for MC RE Packets

Team Responsible:	Batch/Interfaces	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Shining Liu	Change Type (SCR):	Enhancement
Minor Version:	23.04.13	Expedite Changes:	Production Deployment	Estimate:	412
Reporter:	Lawrence Samy	Regulation Reference:		Created:	01/19/2023 02:24 PM
Status:	Approved	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	PHE
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Logan Pratt on 02/08/2023

Expedite Approval: Approved by Karen J. Rapponotti on 2/9/2023

Current Design: Text messages are sent for CalWORKs/CalFresh Redetermination packets when the packet status is sent, received, incomplete and processed.

For Medi-Cal Redetermination packets, text messages are only sent when the packet is sent.

Request: Send text messages for the MC RE Packet when the status is received, incomplete, or processed.

- Recommendation:**
1. Update the Customer Reporting Detail page (and the Customer Reporting Detail -Override-) to update the trigger for text messages upon status update for "Received" and "Incomplete" for MC RE packets (Non-MAGI Packet, MAGI Packet, and Mixed MAGI Packet).
 2. Update the Automated Actions List page to add "MC" to "Form Incomplete", "Form Processed", and "Form Received" in the "Program(s)" field.
 3. Update the Automated Actions Detail page for "Form Incomplete", "Form Processed", and "Form Received" to include "MC" to the "Program(s):" field and MC RE Packets to the "Scenario:" field.
 4. Update the "Form Processed" text message batch job to include MC RE packets if the status was not updated to "Complete – EDBC Accepted" by 92. All other job logic will remain the same.

Outreach Description: There is not an alternative procedure available.

Alternative Procedure Description:

Operational Impact:

Estimate: **412**

Automated Test :	0	Batch/Interfaces :	100	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	167	Performance :	0	Release Communication Support :	18
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	76	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255451] Online Help: Analysis of missing htm filenames and OLH pages

- Resolved: 02/07/2023 01:17 PM

Team Responsible:	Training	Assignee:	Nour Bibars	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Nour Bibars	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	25
Reporter:	Nour Bibars	Regulation Reference:		Created:	01/19/2023 03:20 PM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Janet Mitri	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Training	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Karen Rapponotti on 2/3/2023

Expedite Approval: Approved by Karen Rapponotti on 2/3/2023

Current Design: Research is required to identify missing Online Help pages and/or missing help htm filenames linking OLH pages to their respective System Pages.

Request: Conduct research in System Test 2 and RoboHelp to identify any missing Online Help pages, and any missing or incorrect linked help htm filenames.

Recommendation: Conduct research in System Test 2 and RoboHelp to identify any missing Online Help pages, and any missing or incorrect linked help htm filenames.

Outreach Description: N/A

Alternative Procedure Description: This is a research SCR only.

Operational Impact:

Estimate: 25

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

 **[CA-255803] Enable all the services in SYS6 environment**

Team Responsible:	Tech Ops	Assignee:	Unassigned	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Raji Reddy	Change Type (SCR):	Operational Enhancement
Minor Version:	23.03.XX	Expedite Changes:	Start Build	Estimate:	114
Reporter:	Raji Reddy	Regulation Reference:		Created:	01/27/2023 02:03 PM
Status:	Design in Progress	Impact Analysis:	[Online Performance]	Outreach Required:	No
Policy/Design Consortium Contact:	Grady Howe	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Laura Chavez on 02/07/2023

Current Design: We do not have all the springboot services deployed in SYS6 environment.

Request: Deploy all the missing springboots similar to UAT2 environment.

- Activities-Service
- Appointments-Service
- CalSAWS-Service
- Confluent
- Fiscal Service
- Imaging-Service
- Journal-Service
- MDM-Service
- Portal-Service
- Task-Service
- Batch Server
- Texting Service

Recommendation:

Deploy all the missing springboots similar to UAT2 environment.

- Activities-Service
- Appointments-Service
- CalSAWS-Service
- Confluent
- Fiscal Service
- Imaging-Service
- Journal-Service
- MDM-Service
- Portal-Service
- Task-Service
- Batch Server
- Texting Service

Outreach

Description:

Alternative Procedure Description: NA

Operational Impact:

Estimate: 114

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	8
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	40	Tech Ops :	66	Training :	0
Translation :	0				



[CA-256296] Phase 1 - CalSAWS connectivity for lobby services at CalWIN Pop counties

Team Responsible:	Special Project	Assignee:	Unassigned	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	130
Reporter:	Tom Dickey	Regulation Reference:		Created:	02/07/2023 09:42 AM
Status:	Pending Approval	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design	Danielle Benoit	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Lobby Management, Tech]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross Reference:	
Consortium Review Approval:		Committee:			
Consortium Review Approval Date:					

Non-Committee Review: Approved by Danielle Benoit on 2/7/2023

Expedite Approval:
Current Design: Kiosks in the C-IV Managed counties communicate with the Domain Controllers in Equinix Data Center via the AccenturePRD virtual Network

Request: New Kiosks deployed at CalWIN Counties do not use AccenturePRD Network and do not have connectivity with the Domain Controllers in Equinix Data Center

- Requirements
- Access to CalSAWS over Extranet : Kiosk API transactional traffic to perform business transactions (benefit recipients).
 - Bi-Directional Access to/from County Equinix DC segment over AccenturePRD : Bi-directional communication to Domain Controllers in Equinix DC for management and updates (Lobby Management Team)

- *****
- Conditions:
- Requires 1:1 communication between specific IP addresses.
 - Cannot allow County to use 14.x (Legacy design - Public IP address)
 - Cannot allow Extranet access to Equinix DC (NIST Requirement: segregation of Application/Management traffic)
 - Future state to eradicate use of 14.x from all sites

This project is divided into 4 phases and this SCR is for work done from Phase 1-3 (see attachment - roadmap)

Phase 1: Pilot (Placer)

Phase 2: CalWIN POP Counties (remaining 17 counties)

Phase 3: Other C-IV POP Counties (remaining 23 counties)

Recommendation: Summary of Changes Required - See attachment for summary and high level design

- *****
- County L3 Firewall does policy-based NAT
1. Condition: Traffic from specific kiosk ip (county internal ip) to specific Domain controllers in Equinix >> Classified grouping
 2. Named traffic group gets source Natted 1:1 NAT of the Kiosks to a 172.x.x.x ip address (Non routable, Compliant with RFC -)

- VeloCloud & CalSAWS Routers :
1. Accenture PRD extended to POP Counties
 2. CalSAWS Routers (At County) inject 172.x.x.x ip address into AccenturePRD

Equinix Routers & Firewalls

1. permit 172.x.x.x ip's from specific subnet to communicate with Domain Controllers

DESIGN

- Reuses same Domain Controllers as managed counties (Cost saving and no increase in tech footprint)
- Continue to restrict usage of 14.x IP range at POP Counties
- Design allows for scalability to extend similar solution to Managed counties to help reduce dependency on 14.x
- Single NAT allows for simpler design where only 172.x is allowed into Equinix DC and 14.x continues to be blocked

Outreach

Description:

Alternative Procedure

No alternative procedure exists.

Description:

Operational Impact:

Estimate:

130

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	50	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-201394] Modify Trigger Condition for Daily GROW Deregistration Batch job

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	53
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	03/13/2018 03:37 PM
Status:	Pending Approval	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/02/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

Batch JB19S810D deregisters GROW program for Unemployable more than 30 Days. The batch deregister the program after the 30 days of unemployment.

Request:

Update JB19S810D batch to deregister the program right away when the unemployment period is entered.

Recommendation:

Update JB19S810D batch to deregister the program right away when the unemployment period is entered.

The following are the updated trigger condition on JB19S810D.

- Work registration type as "GROW"
- Work registration stat code is "Un-Employable"
- Work registration record has a volunteer indicator as null or not equal to "Y"
- Work registration status reason code is in one of the below
 - o Administratively
 - o Temporary Disability
 - o Permanent Disability
 - o Temporary NSA
 - o Permanent NSA
- The GROW program status is currently not deregistered.
- The case has an active 'General Relief - GA' program

Note: The following 2 batch jobs deregister GROW program when the GA program status is Discontinued or Denied.

1. JB19S937D - This batch deregisters Grow program and closes all open activities if GA is discontinued.
2. JB19S938D - This batch deregisters Grow program and closes all open activities if GA is denied.

Outreach

Description:

Alternative Procedure

N/A.

Description:

Operational Impact:

Estimate: 53

Automated Test :	0	Batch/Interfaces :	28	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0

Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	20	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-233715] Update Disaster CalFresh Validation Message to Remove the End Date Value

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	67
Reporter:	Matthew Lower	Regulation Reference:		Created:	09/22/2021 09:31 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/01/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval:					
Current Design: Disaster CalFresh has an End Date for when the processing needs to be completed by. This value must be entered into the system prior to a disaster being available to a county so a validation message can use it.					
Request: Update the validation so that it does not need to take into account the actual Processing End Date					
Recommendation: TBD					
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate: 67					
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	22	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	35	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-243442] New Office 8F Foster Care BRM

Team Responsible:	Client Correspondence	Assignee:	Lalitha Valamarthi	SPG Status:	Select a value
Fix Version/s:	[23.05]	Designer Contact:	Connor Gorry	Change Type (SCR):	Individual Data Change
Minor Version:		Expedite Changes:	Start Build	Estimate:	39
Reporter:	Ignacio Lazaro	Regulation Reference:		Created:	04/05/2022 01:53 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CER-243424
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen Rapponotti (2/7/2023)

Current Design: Foster Care staff have moved to a new office and need information updated.

Request: New Office created (8F) New BRM
Foster Care staff moved to a different building and location and need a BRM for central mailing

Recommendation: Mailing address:

ADOPTION ASSISTANCE UNIT
COUNTY OF RIVERSIDE - DPSS
DEPARTMENT OF PUBLIC SOCIAL SERVICES
PO BOX 1389
RIVERSIDE CA 92502-9806

REF_TBL_11 Barcode Value =
FTFTDTATATTTFADAFDAFTAFDDFTAFTFDTAADFDFATDATATDDDFADTADDAADAADTFFAT

Conduct Central Print Testing for updated BRM envelope address.

Outreach

Description:

Alternative Procedure Description: n/a

Operational Impact:

Estimate: 39

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	25	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	14	Tech Arch :	0

Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-246776] West Corridor 8G BRM request

Team Responsible:	Client Correspondence	Assignee:	Lalitha Valamarthi	SPG Status:	Select a value
Fix Version/s:	[23.05]	Designer Contact:	Connor Gorry	Change Type (SCR):	Individual Data Change
Minor Version:		Expedite Changes:	Start Build	Estimate:	39
Reporter:	Ignacio Lazaro	Regulation Reference:		Created:	06/16/2022 03:19 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Foster Care/Kin GAP/AAP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	SCR-243442
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen Rapponotti (2/7/2023)

Current Design: Riverside County's West Corridor 8G uses an out-of-date BRM address.

Request: FC staff moved to a new office and have a unique BRM. New office and unit was created.

BRM address:

FOSTER CARE - WEST CORRIDOR
COUNTY OF RIVERSIDE - DPSS
DEPARTMENT OF PUBLIC SOCIAL SERVICES
PO BOX 1389
RIVERSIDE CA 92502-9806

Recommendation: New BRM, see attached artwork.

FOSTER CARE - WEST CORRIDOR
COUNTY OF RIVERSIDE - DPSS
DEPARTMENT OF PUBLIC SOCIAL SERVICES
PO BOX 1389
RIVERSIDE CA 92502-9806

REF_TBL_11 Barcode Value =
FTFTDTATATTTTFADAFTAFTDFTAFTFDTAAFDFAFATDATATDDDFADTADDAADAADTFFAT

Conduct central print testing for updated BRM address.

Outreach

Description:
Alternative Procedure Update the BRM address manually

Description:
Operational Impact:

Estimate: 39

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	25	Conversion :	0	DBA :	0

Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	14	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-248099] Remove case sensitivity in the case number lookup fields

Team Responsible:	Imaging	Assignee:	Christopher Vasquez	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Robyn Anderson	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	87
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	07/21/2022 09:52 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Rhiannon Chin 2/13/2023				
Expedite Approval:					
Current Design:	Currently when looking up alpha-numeric case numbers via the GetCaseInfo call in imaging, no results are returned if using lower case letters.				
Request:	Update imaging GetCaseInfo call to allow for lower case alphanumeric case numbers and still return results.				
Recommendation:	Update imaging GetCaseInfo call to allow for lower case alphanumeric case numbers and still return results. Additionally add logic during document archival to normalize alphanumeric case numbers to upper case.				
Outreach Description:					
Alternative Procedure Description:	Complete case number look ups with all caps.				
Operational Impact:					
Estimate:	87				
Automated Test :	0	Batch/Interfaces :	42	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	20	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	25	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-249684] Add CAPI Split Payment Functionality for Reimbursing GA/GR Benefits to Another County

Team Responsible:	Fiscal	Assignee:	Matthew Warren	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1508
Reporter:	Sidhant Garg	Regulation Reference:		Created:	08/29/2022 05:37 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Claudia Pinto	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CAPI]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/01/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Emergency approval to start build from Karen Rapponotti on 2/6/2023

Current Design: San Mateo and Sacramento administrate CAPI cases for other Counties. When a CAPI is approved, San Mateo/ Sacramento will request GA information from the county of the applicant’s residence. If the applicant has active GA, the CAPI-administrating county will use part of the CAPI benefits to pay the county of the residence back for overlapping GA benefits. CalSAWS does not have functionalities to issue part of CAPI benefits to another county for reimbursements.

Request: Update system to create Counties as resources and issue vendor payments via Money Management for CAPI program to reimburse GA/GR benefits.

- Recommendation:**
1. Add a CAPI program option on the Money Management List page
 2. Update the Money Management Detail page when the program selected is for CAPI.
 3. Update the Payment Amount Used by EDBC page to work for a Money Management record for a CAPI program.
 4. Add new values to the Type drop-down field for the Select Money Management Resource page, Money Management Resource Search and Money Management Detail page.
 5. Add a New Approval Reason for IAR Split CAPI Payment
 6. Add a New Approval Message for IAR Split CAPI Payment

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 1508

Automated Test :	48	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	220	Conversion :	0	DBA :	0
Design :	0	Eligibility :	269	Fiscal :	319
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	115	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	407	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-250530] Enhance MAGI Person Detail page for CalHEERS Verifications

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Maksim Volf	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	675
Reporter:	Renee Gustafson	Regulation Reference:		Created:	09/23/2022 10:26 AM
Status:	Pending Approval	Impact Analysis:	[BenefitsCal, Data Impact, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maureen Votta	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:	02/10/2023	Other Agency Cross Reference:	CH-191453
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design:

MAGI Person Detail page displays only the Admin Verif Indicator value while the rest of the Verification values are based on Electronic Verification. All Admin and e-Verification values received in the DER are saved to the database. When Electronic Verification is provided in a DER, CalHEERS is not expected to send details for the Admin Verifications.

Request:

With CR 191453, CalHEERS will start sending supporting information for both types of verification concurrently. This poses 2 issues for CalSAWS:

1. The existing MAGI Person Detail page will not display both sets of data.
2. This will bring even more data for the CalHEERS Verifications, while the current table that holds CalHEERS Verifications is already the 2nd largest table in the system.

Requesting the following:

1. Update the page design to display both sets of supporting data for Verifications coming in from CalHEERS.
2. Update the data model to store the CalHEERS verifications data in a more compact format; convert the existing data to fit the new model.
3. Update code for all impacted interfaces, batches and pages for the new data model.

Recommendation:

1. On the MAGI Person Detail page, within the Verifications section, introduce Tabs which will allow a user to switch between Electronic and Administrative Verification values with a single click.
2. Condense all CalHEERS Verification data from all 23 verification types into a single value to reduce the row count per transaction. Use 2-character codes for static text to reduce the volume of the data being stored.
3. Update the impacted code to use the new data model.

See details in the attached design document.

Outreach

Description:

Alternative Procedure

Access CalHEERS web portal to view additional verification info in the MAGI case.

Description:

Operational Impact:

Estimate: 675

Automated Test :	20	Batch/Interfaces :	77	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	262	CalHEERS Test :	155
Client Correspondence :	37	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0

Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	33
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

[CA-251525] Update Variable Population Logic of FC forms

Team Responsible:	Client Correspondence	Assignee:	Rekha Jaguva Rajan	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	91
Reporter:	Phong Xiong	Regulation Reference:		Created:	10/18/2022 03:55 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	M Ramos 02/02/23				
Expedite Approval:	Start Build approved by Karen J. Rapponotti on 02/02/2023				
Current Design:	<p>Currently, the CSD 1 form is only generated from the Template Repository. As a part of SCR CA-237008, a 'Resource/Payee' field was added to the Document Parameters page to allow forms associated to Foster Care, Kin-GAP, and AAP to select a resource for a form to be sent to the appropriate adult.</p> <p>The form is included in that list of forms and will have its variable population logic updated to consider this new field.</p>				
Request:	Update the CSD 1 population logic to only populate the customer information, not the Resource/Payee of the case when selected from the Document Parameters page.				
Recommendation:	Update the variable population logic of the CSD 1 form.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	91				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	58	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	23	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-252751] BRM for District 79

Team Responsible:	Client Correspondence	Assignee:	Lalitha Valamarthi	SPG Status:	Select a value
Fix Version/s:	[23.05]	Designer Contact:	Connor Gorry	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	39
Reporter:	Maria Arceo	Regulation Reference:		Created:	11/15/2022 10:29 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval: Approved by Karen Rapponotti (2/7/2022)
Current Design: Riverside County's District 79 uses an out-of-date BRM address,
Request: A new district number is needed for Riverside's Centralized ICT office. Recycled District 79 - Rivco Centralized ICTs

The BRM mail will be the same as the Dist 37 office.

Recommendation: Recycled District 79 - Rivco Centralized ICTs. See attached artwork

BRM mail will be as follows:

COUNTY OF RIVERSIDE
 DEPT OF PUBLIC SOCIAL SERVICES
 1400 W MINTHORN ST
 LAKE ELSINORE CA 92530-9907

Conduct central print testing for updated BRM address.

Outreach

Description:
Alternative Procedure Description: Update the BRM address manually

Operational Impact:
Estimate: 39

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	25	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	14	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0



[CA-254676] Update WDTIP RP02 Exceeding clock file reader jobs for all counties to not process inbound file

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	69
Reporter:	Howard Suksanti	Regulation Reference:		Created:	01/04/2023 08:22 AM
Status:	Pending Approval	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/08/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: WDTIP RP02 Exceeding clock file reader jobs currently run for C-IV and migrated CalWIN Counties.

WDTIP exceeding clocks report file provides information on participants exceeding time limit on CalWORKs, TANF and WTW.

WDTIP Exceeding Clocks (RP02) batch jobs:
 PIXXE812 - Inbound FTP
 PIXXE813 - WDTIPExceedingClocksReader

Request: Update the WDTIP RP02 Exceeding clock file reader jobs for all counties to not process the inbound file. The job will be updated to only remove the inbound file from the batch job Process folder.

Recommendation:

1. Create a BPCR to update the WDTIP RP02 Exceeding clock file reader job (PIXXE813) to not process the inbound file for all Counties. The job will only remove the inbound file from the batch job Process folder.
2. Create and Schedule a batch job that remove the inbound file from the batch job Process folder for LA County. This new batch job will replace the current manual process.

Note:

- a. The WDTIP RP02 Exceeding clock file inbound FTP jobs (PIXXE812) will still run to archive the inbound file into CalSAWS File server (S3).
- b. PIXXE813 job does not exist for LA County.
- c. Currently there is a manual process that Batch Operation remove the WDTIP RP02 Exceeding clock file from Process folder for LA County. This SCR will schedule a job to remove the file from Process folder to replace the manual process.

Outreach

Description:
Alternative Procedure N/A.

Description:
Operational Impact:
Estimate: **69**

Automated Test :	0	Batch/Interfaces :	34	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0

Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	30	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

 **[CA-255713] SIRFRA 3833 Cal-OAR Phase 2 Logic Changes**

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Shining Liu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	353
Reporter:	Gingko Luna	Regulation Reference:	ACL 19-40	Created:	01/26/2023 09:57 AM
Status:	Pending Approval	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Welfare to Work/WPR]	Funding Source ID:	Cal-OAR
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Gingko Luna 1/31/2013

Expedite Approval: Current Design: Issue #1 for variable 38

Employment created the same day with Appraisal but prior to timestamp of the Appraisal (i.e., Employment activity created on 5/3/22 at 10:17am and Appraisal activity created 5 min. later at 10:22am). System read the create date and timestamp, so the logic recognizes that the no next activity after Appraisal activity when Appraisal completed.

Issue #2 for variable 38

Questions from SAWS: The logic is checking for the activity with 'Active' status and Created Date is within 30 days of OCAT/Appraisal completion date. The cases that we reviewed had the most current Activity status 'Completed' or 'Closed', therefore, they were not picked up.

CalOAR 19D_variable 41 – WTW_V_EN – Related to Education Utilization Rate

The requirements of this measurement as documented in the Cal-OAR Data Element Specification "Enrolled within the measurement period" was not clearly defined. The current implementation will only capture individuals who are newly enrolled within a given measurement period, while the desire is for the field to capture individuals who are continuously enrolled through the measurement period.

Example of current implementation:

A person who is enrolled with begin date of 1/1/2022 and high-dated end date (i.e., is still enrolled) will be captured by the January 2022 - March 2022 report.

A person who is enrolled with begin date of 12/1/2021 and a high-dated end date (i.e., is still enrolled) will NOT be captured by the January 2022 - March 2022 report.

Request: Issue #1 for variable 38

Per our review of the example provided, please revise logic to ensure that an activity scheduled on the same day as appraisal, either before or after, be considered "the next activity" with appraisal, if it is created the same day as the appraisal completion.

Issue #2 for variable 38

The numerator for this measure is dependent upon the date that the activity was scheduled, not necessarily the status of the activity. As such, please revise logic to ensure that statuses such as 'closed' cases and 'completed' cases are included, provided that the created/scheduled date falls within the requisite 30-day time period. We acknowledge that a change request must be submitted on this item. In addition, for future clarification, can you

please clarify on the operable definition of "closed"? Does this mean the client completed the activity? Didn't complete the activity?

CalOAR 19D_variable 41 – WTW_V_EN – Related to Education Utilization Rate

Please revise logic such that variable 41 – WTW_V_EN captures those who are continuously enrolled through the measurement period, including those who are "carryovers" from the previous period.

Recommendation:

For variable 38 in Cal-OAR 19A:

- An activity scheduled on the same day as appraisal completion should be considered the "next activity" after the appraisal activity.
- "Closed" and "Completed" next activities should be included if the created or scheduled date is within 30 days of appraisal activity completion.

For variable 41 in Cal-OAR 19D:

- The variable should capture individuals who are continuously enrolled through the measurement period, as well as those who are "carryovers" from the previous period (e.g. begin date is before measurement period, but end date is after measurement period).

Outreach

Description:

Alternative Procedure

N/A.

Description:

Operational Impact:

Estimate: 353

Automated Test :	0	Batch/Interfaces :	206	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	15
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	88	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

 **[CA-256164] SCR - Humboldt County Site Changes - Project 1**

Team Responsible:	Tech Arch	Assignee:	Eric Prestwood	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Uzair S. Naveed	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	210
Reporter:	Uzair S. Naveed	Regulation Reference:		Created:	02/03/2023 10:07 AM
Status:	Pending Approval	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Grady Howe	Training Impacted:		Funding Source:	County Purchase
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	HM-01-2023
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Grady Howe on behalf of Laura Chavez on Feb 12, 2023

Expedite Approval: Current DTS POP model uses a non-optimized network connectivity for its connectivity to CalSAWS and C-IV Counties have a managed contact center (listed below) which acts as "Pseudo POP site" to route the counties traffic

Traffic destined to CalSAWS 67.21.40.128/25 would be routed through the Contact Center
 County traffic would use Vlan 20 as their gateway to CalSAWS
 County would be responsible for NATTING (same as any other POP)
 CalSAWS would have to "Allow list" the 100.64.x.x subnet to traverse through the managed L3 device

Request: Humboldt county has requested 3 changes to their existing County Site Humboldt's lease at Site 12001 (Contact Centre location) 215 4TH ST , EUREKA is expiring on March 31, 2023 and they require an alternate solution to prevent disruption of services.

 Project 1 : Site 12002 to be isolated from Site 12001

- Site 12002 will be reconfigured to have independent connectivity to CalSAWS
- Required for county users to retain access to CalSAWS Services.
 - Batch / SFTP re-configuration required
 - EDR not impacted as EDR servers are hosted in a site different from site 12001 or 12002
 - To be completed before March 31, 2023

- Site 12001 will be shut down and all connections from site will be terminated
- All managed workstations () and Servers (1 Domain Controller) to be decommissioned and moved to
 - Network devices and Servers – Scrubbed, Recovered and moved to Warehouse
 - Managed Workstations (County owned | CalSAWS Managed) – Handed over to County
 - Updates to Master Inventory
 - Network cleanup – to remove reference of IP Subnets used by Humboldt Managed Network

- Site 12003 made to act as a "tele-worker location" where county workers access CalSAWS core applications as follows
- working from home to use of County VPN
 - working from Offices to use of County backbone
 - All Contact Center agents to use Default CCP and access AWS Connect via County Internet

Recommendation: This is an Interim SCR (requirement gathering and Architecture) while the County purchase gets drafted and signed. (Design, Build, Test, Operate) will be required. This SCR is ONLY for expediting the changes and work required.

A separate County Purchase will be submitted if the work effort captured through this SCR is accepted)

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

210

Contact Centre users would use Default CCP in order to accept calls over the county managed internet.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	50	Conversion :	0	DBA :	0
Design :	40	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	120
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-247457] Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 4

Team Responsible:	Batch Operations	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[23.06]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.03	Expedite Changes:	No	Estimate:	10
Reporter:	Cynthia Ridley	Regulation Reference:		Created:	07/05/2022 03:58 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Elisa Miller	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CH-186221
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: CA-239130 added on request batch job (PI00CH108) to convert Unprocessed CalWIN DER-Us into CalSAWS.
Request: Run batch job (PI00CH108) on 07/03/2023 for CalWIN WAVE 4.
Recommendation:

1. Run batch job (PI00CH108) on 07/03/2023 for CalWIN WAVE 4
2. Generate a list of DER-Us that did not process through the batch.

Outreach

Description:
Alternative Procedure Description: County Users will need to make a change on the CalHEERS portal to have a DER-U sent to CalSAWS.

Operational Impact:

Estimate: **10**

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



[CA-256052] Automated Regression Test - Execution and Maintenance - 23.05 Release Cycle

Team Responsible:	Automated Test	Assignee:	William Baretsky	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	William Baretsky	Change Type (SCR):	Operational Enhancement
Minor Version:	23.07.19	Expedite Changes:	No	Estimate:	960
Reporter:	William Baretsky	Regulation Reference:		Created:	02/02/2023 08:17 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Michele Peterson	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Assembly Test	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Michele Peterson, 2/2/23

Expedite Approval: Current Design:

A repository of automated regression scripts has been created and organized into test suites, with the purpose of validating major and minor version releases before they are deployed to production.

This includes coverage of the CalSAWS core online application, CalSAWS FDS and BenefitsCal APIs.

Request:

The automated regression scripts should be executed and maintained on a regular basis, to validate the quality of each system version before it is released to production.

When the Regression Test Suite is run against the core CalSAWS application in a test environment with API services, the related API scripts should also be executed.

Recommendation:

1. Execute the major release automated regression suite against the 23.05 and 23.06 major version build on a regular basis.
 - Assumption: No more than 5 runs per week, averaged across the baseline / major release cycle.
 - Note: This includes all ST Regression, CH Regression, and Ad Hoc Regression runs during the baseline / major release cycle.
2. Execute the major release automated regression suite against the final build for the 23.05 and 23.06 major version, prior to the build being deployed to production.
 - Assumption: 1 run per major release.
 - Note: This includes only the Major Release regression test runs in the staging environment.
3. Execute the priority / minor release automated regression suite against the final build of each applicable 23.05 and 23.06 minor version, prior to the build being deployed to production.
 - Assumption: No more than 3 runs per week, averaged across the priority release cycle.
 - Note: This includes all Pre-Prod Regression test runs (ST and/or AT) for applicable priority / minor version and RWR releases.
4. Update the test scripts within the major and minor release automated regression suites as needed to account for intentional design changes that would otherwise generate false negative results.
 - Assumption: No more than 40% of the regression test scripts need to be updated in this manner.
 - Note: This includes all scripts that target the CalSAWS core online application, and the CalSAWS FDS and BenefitsCal APIs.
5. Develop new test scripts and/or expand the scope of existing test scripts to provide coverage of Tier 1-3 transactions ("top 80%" by production usage volume).
 - Assumption: No more than 14 new transactions per release cycle
 - Note: Script development will trail production assessment by 2 months (ex., January production data is gathered in February; coverage gaps to be closed by end of March)

6. Develop new automated scripts in response to high-priority production defects that are resolved and released through post-23.05 and post-23.06 priority or RWR releases.

- Assumption: No more than 4 medium complexity defect / scenarios per release cycle

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

960

Execute all regression testing manually for major and minor version releases.

Automated Test :	960	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-204132] Update CalSAWS to issue WINS Benefit only after CalFresh is Issued

Team Responsible:	Fiscal	Assignee:	Anusha Gangishetty	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Anusha Gangishetty	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	125
Reporter:	Sidhant Garg	Regulation Reference:		Created:	08/17/2018 10:50 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/08/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

When a regular benefit issuance is skipped for CF EDBC, supplemental benefit amounts for WINS and SUAS can still be issued for the benefit month from the skipped CF EDBC. If the reason for the skip issuance is resolved and EDBC is re-ran for the benefit month, the previously skipped EDBC will still be a Regular EDBC with Accepted and Saved run status due to having generated a WINS/SUAS issuance. As a result, CalSAWS will pick up and issue duplicate regular CF benefits, for both the previously skipped EDBC and the current EDBC.

Request:

Update the issuance sweep jobs so that WINS and SUAS issuances are not created if a regular CF issuance hasn't been generated from the EDBC for the effective month.

Recommendation:

1) Update the following authorization sweeps to pick up EDBC records only if there is already a regular CF issuance for the EDBC and effective month.

- Nightly WINS Sweep (PB00F311)
- Monthly WINS Sweep (PB00F313)
- Nightly SUAS Sweep (PB00F312)

Example for the issue: Benefit for the first month(07/2022 - EDBC1) of Regular EDBC is skipped however the supplemental WINS/SUAS benefit from the same EDBC authorization record is issued .

The second month(08/2022 - EDBC1) from EDBC1 is issued. EDBC is Re-run for the first month(07/2022 - EDBC2) again after the skip reason is resolved.

CalSAWS issues payments for both the EDBC1 and EDBC2 creating a duplicate issuance for 07/2022 month.

2) Update the Monthly WINS Sweep (PB00F313) job to pick up EDBC records without any specific range of run date.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: **125**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	24
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
				Support :	

Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	76	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-247458] Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 5

Team Responsible:	Batch Operations	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[23.07]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	Operational Enhancement
Minor Version:	23.09.04	Expedite Changes:	No	Estimate:	10
Reporter:	Cynthia Ridley	Regulation Reference:		Created:	07/05/2022 03:59 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Elisa Miller	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CH-186317
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: CA-239130 added on request batch job (PI00CH108) to convert Unprocessed CalWIN DER-Us into CalSAWS.
Request: Run batch job (PI00CH108) on 09/04/2023 for CalWIN WAVE 5.
Recommendation:

1. Run batch job (PI00CH108) on 09/04/2023 for CalWIN WAVE 5
2. Generate a list of DER-Us that did not process through the batch.

Outreach

Description:
Alternative Procedure Description: County Users will need to make a change on the CalHEERS portal to have a DER-U sent to CalSAWS.

Operational Impact:

Estimate: 10

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



[CA-252015] Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8

Team Responsible:	DBA	Assignee:	Stanley Chukwuocha	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	DineshKumar Devarapalli	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	2040
Reporter:	Sauvik Basu	Regulation Reference:		Created:	10/29/2022 07:42 AM
Status:	Pending Approval	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 2/1/2023.

Expedite Approval: Current Design:

The Aurora MySQL database version used for CalSAWS auxiliary databases is version 5.7.

Request:

Amazon Aurora MySQL-Compatible Edition now supports MySQL major version 8.0. MySQL 8.0 includes improved performance functionality from enhancements such as instant DDL to speed up the overall process of creating and loading a table and its associated indexes and SKIP LOCKED and NOWAIT options to avoid waiting for other transactions to release row locks. MySQL 8.0 adds developer productivity features such as window functions to more easily solve query problems and common table expressions to enable use of named temporary result sets. It also includes JSON functionality additions, new security capabilities, and more. MySQL 8.0 on Aurora MySQL-Compatible Edition supports popular Aurora features including Global Database, RDS Proxy, Performance Insights, and Parallel Query.

Recommendation:

- ***No impact to end user***
1. Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8.
 2. Test products and application functionality is not impacted across all functional areas as a result of the upgrade.
 3. Execute online and batch performance tests with the version 8 release to confirm that performance complies with current SLA standards.
 4. Remediate any functional or performance issues falling out of the version 8 upgrade.

Outreach

Description:

Alternative Procedure

None.

Description:

Operational Impact:

Estimate:

2040

Automated Test :	0	Batch/Interfaces :	40	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	480
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	60	Release Communication Support :	0
Reports :	1050	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	350	Tech Arch :	60
Tech ForgeRock :	0	Tech Ops :	0	Training :	0

 **[CA-256240] Facilitate Qlik Development Environment for Counties**

Team Responsible:	Analytics	Assignee:	Russell Golden	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Russell Golden	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	200
Reporter:	Carlos Camarena	Regulation Reference:		Created:	02/06/2023 03:05 PM
Status:	Approved	Impact Analysis:	[Batch Performance]	Outreach Required:	Yes
Policy/Design Consortium Contact:	David Bruhn	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Ad Hoc]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: David Bruhn approved on 02/21/2023 on behalf of Laura Chavez

Expedite Approval: David Bruhn approved on 02/21/2023 on behalf of Laura Chavez

Current Design: CalSAWS does not currently have environment(s) where County Ad-hoc teams can develop their ad-hoc reports

Request: Facilitate Qlik Development Environment for Counties

Recommendation: Facilitate Qlik Development Environment for Counties so County Ad-hoc teams can develop their ad-hoc reports.

Create an ad hoc Qlik instance by repurposing the development environment to maintain AWS cost neutrality. Leverage the existing RDS read and Oracle replicas for data connections. Provision a new URL and use an existing ForgeRock environment, along with new roles for Ad Hoc users. Move development activities that necessitate a Qlik environment to share the Qlik Test environment, while maintaining the existing development infrastructure.

Preliminary architecture attached.

Outreach Description: Communication to Ad-Hoc Admins

Alternative Procedure Description: No long term alternative procedure

Operational Impact Estimate: **200**

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



[CA-242532] Update CW EDBC to Add WTW Work Registration Record After REP

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	455
Reporter:	Jason M. Francis	Regulation Reference:		Created:	03/15/2022 12:08 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Gingko Luna	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Welfare to Work/ WPR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/09/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

When a REP program is deregistered and the work eligible CW participant no longer qualifies for REP since they immigrated more than 5 years ago, the EDBC auto tests into the WTW program since REP is closed and ineligible. The CW participant still has a high dated mandatory REP work registration record which CalSAWS treats the same for both WTW and REP in that an existing record already exists so do not create a new one. The mandatory REP work registration record remains open (high dated) and the WTW program is automatically generated for that CW participant without a mandatory WTW Work Registration record being created.

Also, when the EDBC auto tests into the WTW on an RCA program in a non-LA county, it generates a mandatory REP work registration record instead of a mandatory WTW work registration.

Request:

1. When EDBC auto generates a 'WTW' program for a work eligible CW participant with a high-dated 'REP' work registration record on a 'Deregistered' REP program, a new 'WTW' work registration record should be created, and the previous 'REP' work registration should be 'end dated'. This would be for LA County only.
2. When EDBC auto generates a 'WTW' program for a work eligible RCA participant in a non-LA county, a new 'WTW' work registration record should be created.

Recommendation:

1. Update the CW EDBC auto generate work registration logic to 'end date' the previous work registration record for the 'Deregistered' REP program and create a new 'Mandatory' work registration for the WTW program that is auto created.
2. Update RCA EDBC auto generate work registration logic to discontinue creating a new mandatory 'REP' work registration record and create a new mandatory 'WTW' work registration record for the WTW program that is auto created for an RCA program in a non-LA county.

Outreach

Description:

Alternative Procedure

Manually create a Work Registration record for the appropriate program type.

Description:

Operational Impact:

Estimate: **455**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	264	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0

Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	151	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-247459] Schedule batch job to convert Unsolicited CalWIN DERs into CalSAWS - WAVE 6

Team Responsible:	Batch Operations	Assignee:	Unassigned	SPG Status:	Select a value
Fix Version/s:	[23.09]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	Operational Enhancement
Minor Version:	23.10.30	Expedite Changes:	No	Estimate:	10
Reporter:	Cynthia Ridley	Regulation Reference:		Created:	07/05/2022 03:59 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Elisa Miller	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CH-186319
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: CA-239130 added on request batch job (PI00CH108) to convert Unprocessed CalWIN DER-Us into CalSAWS.
Request: Run batch job (PI00CH108) on 10/30/2023 for CalWIN WAVE 6.
Recommendation:

1. Run batch job (PI00CH108) on 10/30/2023 for CalWIN WAVE 6
2. Generate a list of DER-Us that did not process through the batch.

Outreach

Description:
Alternative Procedure Description: County Users will need to make a change on the CalHEERS portal to have a DER-U sent to CalSAWS.

Operational Impact:

Estimate: **10**

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

End SCRs



[CA-56678] Phase III - ACL 15-62 changes: NA 841, NA 845, WTW 29, and WTW 32 with the latest versions in all threshold languages

- Resolved: 01/25/2023 09:13 AM

Team Responsible:	Client Correspondence	Assignee:	Debasmita Patnaik	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Lianel Richwin	Change Type (SCR):	New Policy
Minor Version:	23.01.25	Expedite Changes:	Start Build	Estimate:	1460
Reporter:	Priya Sridharan	Regulation Reference:	n/a	Created:	01/19/2018 11:45 AM
Status:	In Production	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Gingko Luna 11/2/2022				
Expedite Approval:	By Karen J. Rapponotti on 11/21/2022				
Current Design:	Currently, NA 845, NA 841, WTW 32, WTW 29 are available only in English and Spanish language in CalSAWS.				
Request:	<p>1. Update English, Spanish and add NA 845 (3/14) Notice Of Action - Sanction and Removal Of The Other Parent's Needs in all available threshold languages. Include NA 1239 SAR as continuation page. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p> <p>2. Add NA 841 (3/14) Notice Of Action - Welfare-To-Work Plan in all available threshold languages. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p> <p>3. Add WTW 32 (10/03) - Welfare-To-Work Compliance Plan in all available threshold languages. Languages include: Chinese, Russian and Vietnamese.</p> <p>4. Add WTW 29 (8/15) - Plan To Meet Welfare-To-Work Rules And Get My Cash Aid Back in all available threshold languages. Languages include: Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.</p>				
Recommendation:	<p>1. Update English, Spanish and add NA 845 (3/14) Notice Of Action - Sanction and Removal Of The Other Parent's Needs in following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p> <p>2. Add NA 841 (3/14) Notice Of Action - Welfare-To-Work Plan in following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.</p> <p>3. Add WTW 32 (10/03) - Welfare-To-Work Compliance Plan in following threshold languages: Chinese, Russian and Vietnamese.</p> <p>4. Add WTW 29 (8/15) - Plan To Meet Welfare-To-Work Rules And Get My Cash Aid Back in following threshold languages: Armenian, Cambodian, Chinese, Korean, Russian, Tagalog and Vietnamese.</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	1460				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0

Client Correspondence :	900	Conversion :	0	DBA :	0
Design :	280	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	280	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1: Updated the Post to Self-Service Portal to 'Y' for NA845, NA841 & WTW32. Updated the Generation condition for NA841.

Content Revision Status-2:

Content Revision Description-2:

Content Revision Status-3:

Content Revision Description-3:

Content Revision Status-4:

Content Revision Description-4:



[CA-246236] Add Threshold Languages to NOA Reason Ineligible Student and Voluntary Job Quit

Team Responsible:	Client Correspondence	Assignee:	Shaik Shahul	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Ranjith Madeshwaran	Change Type (SCR):	Enhancement
Minor Version:	23.02.x2	Expedite Changes:	Start Build	Estimate:	496
Reporter:	Janet Mitri	Regulation Reference:		Created:	06/03/2022 03:33 PM
Status:	In Development	Impact Analysis:	[Customer Impact, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Correspondence Phase II
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Caroline Bui on 1/12/2023				
Expedite Approval:	By Lynn Bridwell on 01/18/2023				
Current Design:	Currently NOA Reason Ineligible Student and Voluntary Job Quit are only available in English and Spanish Languages.				
Request:	<p>1. Add Threshold languages to Ineligible Student (F017A) to match with the state version. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese</p> <p>2. Add Threshold languages to Voluntary Job Quit (F021D) to match with the state version. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese</p> <p>3. Add CF_AP_ACTION9 (4161) Fragments in Threshold languages. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese</p> <p>4. Add CF_AP_MESSAGE8 (5140) Fragments in Threshold languages. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese</p>				
Recommendation:	<p>1. Add Threshold languages to Ineligible Student (F017A): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese</p> <p>2. Add Threshold languages to Voluntary Job Quit (F021D): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese</p> <p>3. Add CF_AP_ACTION9 (4161) Fragments in Threshold languages. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese</p> <p>4. Add CF_AP_MESSAGE8 (5140) Fragments in Threshold languages. Languages include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact Estimate:	496				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0

BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	320	Conversion :	0	DBA :	0
Design :	80	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	96	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change:

Before: Section 1.2

1. Add Threshold languages to Ineligible Student (F017A) to match with the state version.

Languages include:

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

2. Add Threshold languages to Voluntary Job Quit (F021A) to match with the state version.

Languages include:

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

3. Add Threshold languages to Voluntary Job Quit (F021D) to match with the state version.

Languages include:

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

Section 1.3

1. Add Threshold languages to Ineligible Student (F017A): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

2. Add Threshold languages to Voluntary Job Quit (F021A): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

3. Add Threshold languages to Voluntary Job Quit (F021D): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

After: Update the Section 1.2 and 1.3 to remove the F021A NOA and to add Action and Message fragments in threshold languages.

Section 1.2

1. Add Threshold languages to Ineligible Student (F017A) to match with the state version.

Languages include:

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

2. Add Threshold languages to Voluntary Job Quit (F021D) to match with the state version.

Languages include:

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

3. Add CF_AP_ACTION9 (4161) Fragments in Threshold languages.

Languages include:

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

4. Add CF_AP_MESSAGE8 (5140) Fragments in Threshold languages.

Languages include:

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

Section 1.3

1. Add Threshold languages to Ineligible Student (F017A): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

2. Add Threshold languages to Voluntary Job Quit (F021D): Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese

3. Add CF_AP_ACTION9 (4161) Fragments in Threshold languages.

Languages include:

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

4. Add CF_AP_MESSAGE8 (5140) Fragments in Threshold languages.

Languages include:
Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-248901] Add CF 285, CF 285A, PUB 520, and CF 285A Application Packet Threshold Languages to Template Repository

Team Responsible:	Client Correspondence	Assignee:	Smit Shah	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Phong Xiong	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	1187
Reporter:	Phong Xiong	Regulation Reference:	ACL 21-70	Created:	08/11/2022 10:16 AM
Status:	Design in Progress	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	CF Simplifications
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Caroline Bui on 12/1/2022				
Expedite Approval:	By Karen J. Rapponotti on 12/06/2022				
Current Design:	The CF 285 was last updated with SCR CA-225996. Only the English and Spanish versions of the CF 285 (04/21) exist in the system. The CF 285A and PUB 520 was added with the same SCR and only the English and Spanish versions exist in CalSAWS.				
Request:	Add the threshold languages of the CF 285 (04/21) and CF 285A into the Template Repository. Add the threshold languages for the PUB 520 coversheet to be used for the CF 285A Application Packet.				
Recommendation:	Add the threshold languages of the CF 285 (04/21) and CF 285A into the Template Repository. Add the threshold languages for the PUB 520 to be used by the CF 285A Application Packet.				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
Operational Impact:	1187				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	770	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	307	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:	Pending CCB				
Content Revision Description-1:	1. Recommendation Change: N/A				
	2. Estimate Change: Adjusting hours based on funding source and re-designing of SCR. Before:				

Client Correspondence ETC 1 - 770 hours
System Test ETC 1 - 307 hours
Design ETC 1 - 0 hours
Release Communication Support ETC 1 - 0 hours
Technical Infrastructure Support - 0 hours
Unallocated Hours - 110 hours
Translation Resource ETC - 0 hours

After:
Client Correspondence ETC 1 - 1486 hours
System Test ETC 1 - 595 hours
Design ETC 1 - 370 hours
Release Communication Support ETC 1 - 129 hours
Technical Infrastructure Support - 124 hours
Unallocated Hours - 245 hours
Translation Resource ETC - 123 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

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

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

1. Recommendation Change:
Before:
After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-251138] Add NOA Fragments in Spanish for KinGAP NOA Generation (NA-403A)

Team Responsible:	Client Correspondence	Assignee:	Sumaiya Parveez	SPG Status:	Pending
Fix Version/s:	[RWR]	Designer Contact:	Pavithra Mayanna	Change Type (SCR):	Policy Re-Design
Minor Version:	23.03.x1	Expedite Changes:	Start Build	Estimate:	310
Reporter:	Connie Buzbee	Regulation Reference:	EAS 10-116	Created:	10/10/2022 08:19 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence, Foster Care/Kin GAP/AAP]	Funding Source ID:	FCED - New Scope
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Michelle Ramos 12/19/22 Content Revision Approval 02/09/23 Michelle Ramos

Expedite Approval: By Michele Peterson on 12/29/2022

Current Design: Currently some of the Kin-GAP NOAs are only available in English Language in CalSAWS.

- Request:**
1. Add Spanish NOA fragments for Snippet ID 7490 - Rate Increase (NOA Code K019) to CalSAWS.
 2. Add Spanish NOA fragments for Snippet ID 7491 - Supplemental Care Increment (NOA Code K020) to CalSAWS.
 3. Add Spanish NOA fragments for Snippet ID 7505 - Youth 18 years of age (NOA Code K018) to CalSAWS.
 4. Add Spanish NOA fragments for Snippet ID 7488- Change in Countable Income (NOA Code K017) to CalSAWS.
 5. Add Spanish NOA fragments for Snippet ID 7489 - Rate Decrease (NOA Code K018) to CalSAWS.
 6. Add Spanish NOA fragments for Snippet ID 7500- Fail to Complete Redetermination (NOA Code K013) to CalSAWS.
 7. Add Spanish NOA fragments for Snippet ID 7758 - No Longer Eligible for SCI (NOA Code K906C) to CalSAWS.
 8. Add Spanish NOA fragments for Snippet ID 7759 - SCI Has Changed (NOA Code K907C) to CalSAWS.
 9. Add Spanish NOA fragments for Snippet ID 7501 - Legal Guardianship Terminated (NOA Code K014) to CalSAWS.
 10. Add Spanish NOA fragments for Snippet ID 7503 - Over Income (NOA Code K016) to CalSAWS.
 11. Add Spanish NOA fragments for Snippet ID 7514 – Additional Change Income to CalSAWS.

- Recommendation:**
1. Add Spanish NOA fragments for Snippet ID 7490 - Rate Increase (NOA Code K019) to CalSAWS.
 2. Add Spanish NOA fragments for Snippet ID 7491 - Supplemental Care Increment (NOA Code K020) to CalSAWS.
 3. Add Spanish NOA fragments for Snippet ID 7505 - Youth 18 years of age (NOA Code K018) to CalSAWS.
 4. Add Spanish NOA fragments for Snippet ID 7488- Change in Countable Income (NOA Code K017) to CalSAWS.
 5. Add Spanish NOA fragments for Snippet ID 7489 - Rate Decrease (NOA Code K018) to CalSAWS.
 6. Add Spanish NOA fragments for Snippet ID 7500- Fail to Complete Redetermination (NOA Code K013) to CalSAWS.
 7. Add Spanish NOA fragments for Snippet ID 7758 - No Longer Eligible for SCI (NOA Code K906C) to CalSAWS.
 8. Add Spanish NOA fragments for Snippet ID 7759 - SCI Has Changed (NOA Code K907C) to CalSAWS.
 9. Add Spanish NOA fragments for Snippet ID 7501 - Legal Guardianship Terminated (NOA Code K014) to CalSAWS.
 10. Add Spanish NOA fragments for Snippet ID 7503 - Over Income (NOA Code K016) to CalSAWS.
 11. Add Spanish NOA fragments for Snippet ID 7514 – Additional Change Income to CalSAWS.

Outreach Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 310

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	200	Conversion :	0	DBA :	0
Design :	50	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	60	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change:

Before:

Section 1.2

1. Add Spanish NOA fragments for Snippet ID 7490 - Rate Increase (NOA Code K019) to CalSAWS.
2. Add Spanish NOA fragments for Snippet ID 7491 - Supplemental Care Increment (NOA Code K020) to CalSAWS.
3. Add Spanish NOA fragments for Snippet ID 7505 - Youth 18 years of age (NOA Code K018) to CalSAWS.
4. Add Spanish NOA fragments for Snippet ID 7488- Change in Countable Income (NOA Code K017) to CalSAWS.
5. Add Spanish NOA fragments for Snippet ID 7489 - Rate Decrease (NOA Code K018) to CalSAWS.
6. Add Spanish NOA fragments for Snippet ID 7500- Fail to Complete Redetermination (NOA Code K013) to CalSAWS.
7. Add Spanish NOA fragments for Snippet ID 7758 - No Longer Eligible for SCI (NOA Code K906C) to CalSAWS.
8. Add Spanish NOA fragments for Snippet ID 7759 - SCI Has Changed (NOA Code K907C) to CalSAWS.
9. Add Spanish NOA fragments for Snippet ID 7501 - Legal Guardianship Terminated (NOA Code K014) to CalSAWS.
10. Add Spanish NOA fragments for Snippet ID 7503 - Over Income (NOA Code K016) to CalSAWS.

Section 1.3

1. Add Spanish NOA fragments for Snippet ID 7490 - Rate Increase (NOA Code K019) to CalSAWS.
2. Add Spanish NOA fragments for Snippet ID 7491 - Supplemental Care Increment (NOA Code K020) to CalSAWS.
3. Add Spanish NOA fragments for Snippet ID 7505 - Youth 18 years of age (NOA Code K018) to CalSAWS.
4. Add Spanish NOA fragments for Snippet ID 7488- Change in Countable Income (NOA Code K017) to CalSAWS.
5. Add Spanish NOA fragments for Snippet ID 7489 - Rate Decrease (NOA Code K018) to CalSAWS.
6. Add Spanish NOA fragments for Snippet ID 7500- Fail to Complete Redetermination (NOA Code K013) to CalSAWS.
7. Add Spanish NOA fragments for Snippet ID 7758 - No Longer Eligible for SCI (NOA Code K906C) to CalSAWS.
8. Add Spanish NOA fragments for Snippet ID 7759 - SCI Has Changed (NOA Code K907C) to CalSAWS.
9. Add Spanish NOA fragments for Snippet ID 7501 - Legal Guardianship Terminated (NOA Code K014) to CalSAWS.
10. Add Spanish NOA fragments for Snippet ID 7503 - Over Income (NOA Code K016) to CalSAWS.

After: Updated section 1.2 and 1.3 to add Snippet ID 7514 - Additional Change Income to CalSAWS.

Section 1.2

1. Add Spanish NOA fragments for Snippet ID 7490 - Rate Increase (NOA Code K019) to CalSAWS.
2. Add Spanish NOA fragments for Snippet ID 7491 - Supplemental Care Increment (NOA Code K020) to CalSAWS.
3. Add Spanish NOA fragments for Snippet ID 7505 - Youth 18 years of age (NOA Code K018) to CalSAWS.
4. Add Spanish NOA fragments for Snippet ID 7488- Change in Countable Income (NOA Code K017) to CalSAWS.
5. Add Spanish NOA fragments for Snippet ID 7489 - Rate Decrease (NOA Code K018) to CalSAWS.

6. Add Spanish NOA fragments for Snippet ID 7500- Fail to Complete Redetermination (NOA Code K013) to CalSAWS.
7. Add Spanish NOA fragments for Snippet ID 7758 - No Longer Eligible for SCI (NOA Code K906C) to CalSAWS.
8. Add Spanish NOA fragments for Snippet ID 7759 - SCI Has Changed (NOA Code K907C) to CalSAWS.
9. Add Spanish NOA fragments for Snippet ID 7501 - Legal Guardianship Terminated (NOA Code K014) to CalSAWS.
10. Add Spanish NOA fragments for Snippet ID 7503 - Over Income (NOA Code K016) to CalSAWS.
11. Add Spanish NOA fragments for Snippet ID 7514 - Additional Change Income to CalSAWS.

Section 1.3

1. Add Spanish NOA fragments for Snippet ID 7490 - Rate Increase (NOA Code K019) to CalSAWS.
2. Add Spanish NOA fragments for Snippet ID 7491 - Supplemental Care Increment (NOA Code K020) to CalSAWS.
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5. Add Spanish NOA fragments for Snippet ID 7489 - Rate Decrease (NOA Code K018) to CalSAWS.
6. Add Spanish NOA fragments for Snippet ID 7500- Fail to Complete Redetermination (NOA Code K013) to CalSAWS.
7. Add Spanish NOA fragments for Snippet ID 7758 - No Longer Eligible for SCI (NOA Code K906C) to CalSAWS.
8. Add Spanish NOA fragments for Snippet ID 7759 - SCI Has Changed (NOA Code K907C) to CalSAWS.
9. Add Spanish NOA fragments for Snippet ID 7501 - Legal Guardianship Terminated (NOA Code K014) to CalSAWS.
10. Add Spanish NOA fragments for Snippet ID 7503 - Over Income (NOA Code K016) to CalSAWS.
11. Add Spanish NOA fragments for Snippet ID 7514 - Additional Change Income to CalSAWS.

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-249297] Allow additional characters in EXT Field on Electronic Signature Page

Team Responsible:	Online	Assignee:	Somreth Peng	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	155
Reporter:	Logan Pratt	Regulation Reference:		Created:	08/19/2022 08:28 AM
Status:	Approved	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by	09/28/2022	Other Agency Cross Reference:	
Consortium Review Approval:		Committee:			
Consortium Review Approval Date:					

Non-Committee Review: Approved by Logan Pratt on 09/28/2022

Expedite Approval: 09/12/2022 Karen J. Rapponotti

Current Design: Currently, the EXT field in CalSAWS on the Electronic Signature page that is used for Telephonic Signatures is limited to 4 numeric characters. For Merced County, their workers do not have direct phone numbers and thus go through a phone system in which an extension must be entered, their current extensions are a minimum of 5 numbers in length. By having the 4 number limitation, Merced County is unable to use Electronic/Telephonic Signature.

Request: Increase the amount of numeric characters in the EXT field to 6 alphanumeric characters and allow for symbols such as '#' or '*' if possible.

- Recommendation:**
1. Update the 'ext.' field, on the Electronic Signature page, to allow numeric digit, comma, asterisk, and pound sign characters.
 2. Increase the amount of characters allowed in the 'ext.' field, on the Electronic Signature page, to 6 characters.
 3. Update the IVR application to use the above characters, now allowed in a phone number extension.
 - a. Add logic so that the IVR system dials a "1" before the extension when dialing the Merced county phone system Note. The Merced county phone system requires a 1 to be entered before the workers extension.
 4. Create an automated regression test script to verify the functionality of the 'ext.' field on the Electronic Signature page:
 - a. Allows up to 6 characters
 - b. Allows numeric digit, comma, asterisk, and pound sign characters

Note: No design document

Outreach Description:

Alternative Procedure Description:

Operational Impact:

Estimate: **155**

Automated Test :	12	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	34

Online :	58	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	36	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 22.11
After: TBD (still pending further conversation with AWS in order to move forward with this SCR. As such Fix Version will need to be updated to TBD until we have a better timeline).
4. Funding Source Change: N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-250090] Update POS (position) Records for Generic Workers to Support Wave 2 Counties Migrating from CalWIN

- Resolved: 02/21/2023 05:58 PM

Team Responsible:	Online	Assignee:	Brian Munce	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Data Change
Minor Version:	23.02.22	Expedite Changes:	No	Estimate:	113
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	09/09/2022 12:47 PM
Status:	Test Complete	Impact Analysis:	[Data Impact, Training]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:	[CFP/WBT, Data]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[IVR & Contact Center, Usability]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Darcy Alexander approves SCR 10/26/2022

Expedite Approval: Current Design:

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

Request:

As each CalWIN Wave 2 County (Contra Costa, Santa Clara & Tulare) migrates into CalSAWS:

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

Recommendation:

Assumptions:

Assumption #1: The CalWIN Conversion team will create a POS table record and a STAFF_POS_ASSIGN record for each Wave 2 CalWIN County by or before Cutover B (after Cutover A). System Administered Worker code (POS.SYS_ADMIN_CODE) '03' (Batch) will be used to set the positions as administered by the project, so these workers will not be editable thru CalSAWS. The positions will be associated to Staff records created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties". The positions will be associated to the Units with Identifs (UNIT.UNIT_NUM_IDENTIF) '00' in each county (the units created with SCR CA-247247).

Requirements:

1. Add an email address for each Wave 2 county's Conversion Worker Staff, using the email address from the CRFI Response. Note: These Staff records were created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties".
 - a. Set the email address Type as 'PR' (Primary)
 - b. Use the email address from the CRFI Response
2. Add a phone number (POS_PH_NUM/PH_NUM table records) for each Wave 2 county's Conversion Worker as the county's IVR phone number. Note: These position records must be created first; See Assumption #1.
 - a. Set the phone number Type as 'MN' (Main)
 - b. Use the county's IVR phone number:
 - i. Contra Costa = 866-663-3225
 - ii. Santa Clara = 877-962-3633
 - iii. Tulare = 800-540-6880
3. Add an email address for each Wave 2 county's RCC Worker Staff, using the email address from the CRFI Response. Note: These Staff records were created with SCR "CA-247247 Create Conversion and RCC Staff and Unit for CalWIN Migration Counties".

- a. Set the email address Type as 'PR' (Primary)
 - b. Use the email address from the CRFI Response
4. Add a Position and Worker (POS & STAFF_WRKR) for each Wave 2 county's RCC Worker Staff (these are the RCC Staff records created with SCR CA-247247) (Tech Note. STAFF_WRKR is normally created thru a trigger on the POS table)
- a. Use the offices from the CRFI responses
 - b. System Administered Worker code = '01' (Generic Worker) (Tech Note: This is the POS.SYS_ADMIN_CODE)
 - c. Set the UNIT as the Unit with Identif '00' for each county (the UNIT created with SCR CA-247247)
 - d. Status = 'AC' (Active)
 - e. Max Case Load (POS.MAX_CASE_LOAD_QTY) = NULL (no maximum)
 - f. System Administered = 'Y' (Yes) (Tech Note: This is the POS.SYS_ADMIN_IND)
 - g. Auto Assign Indicator = Null (not specified)
 - h. POS Identif (for the front end) = '00'
 - i. Assignments Type = Null (Not Specified) (Tech Note: This is the POS.ASSIGN_TYPE_CODE)
 - j. IHSS Referral Auto Assignments = 'N' (No, the position cannot have In-Home Supportive Services (IHSS) referrals automatically assigned to it)
 - k. System Administered Indicator (POS.SYS_ADMIN_IND) = 'Y' (Yes, System Administered, the Position is not editable thru the front end)
 - l. Maximum Intake Cases = NULL (The maximum number of intake cases which should be assigned to this office position is not defined)
 - m. Type = NULL (POS.Type_Code)
 - n. Authorization Threshold = '0' (\$0.00 EDBC authorization threshold)
 - o. Section = NULL
 - p. Assign Queue Indicator = 'N'
 - q. SSI Referrals Indicator = 'N' (This Position does not receive SSI Referrals)
 - r. AGENCY_POS_XREF_IDENTIF = NULL (Note: This column captures DCFS Position identification to identify the DCFS cases)
 - s. ACTN_STEP_REQRD_IND = NULL (Note: This column captures whether the worker associated to the position must action all task action steps before the task is completed.)
5. Add a phone number for each Wave 2 county's RCC Worker as the county's IVR phone number. Note: These position records must be created first; See Assumption #1.
- a. Set the phone number Type as 'MN' (Main)
 - b. Use the county's IVR phone number:
 - i. Contra Costa = 866-663-3225
 - ii. Santa Clara = 877-962-3633
 - iii. Tulare = 800-540-6880
- Note: No Design Document Needed.

Outreach Description:

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

Alternative Procedure Description:

N/A

Operational Impact:

Estimate: 113

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

**Content Revision
Status-1:**

Pending CCB

**Content Revision
Description-1:**

1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
Before: 22.11
After: 23.02

4. Funding Source Change:
N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:

Before:

After:



[CA-240155] Contra Costa County Contact Center

- Resolved: 01/29/2023 04:32 PM

Team Responsible:	Contact Center	Assignee:	Jared Kuester	SPG Status:	Pending
Fix Version/s:	[23.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.02.20	Expedite Changes:	Start Build	Estimate:	317
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 12:14 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen J. Rapponotti, 10/28/2022

Current Design: Contra Costa County maintains and operates their own contact center

Request: Build out an Amazon Connect Contact Center for Contra Costa County

Recommendation:

1. Continuing Service Center (CSC)
 - a. Claim a new phone number for inbound calls.
 - i. County owned Toll-Free Number will be pointed to this number.
 - b. Deploy the county specific call flow
 - i. See attached CA-240155 - Contra Costa County Call Flow PDF for details
 - c. Record new county specific prompts
 - i. See attached CA-240155 - Contra Costa County Verbiage Sheet Excel document for details
 - d. Build new Queues
 - i. See attached CA-240155 - Contra Costa County Queue List Excel document for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached CA-240155 - Contra Costa County Quick Connects Excel document for details
 - g. Upload Holiday dates to DynamoDB table
 - i. Holiday dates to be Provided by the County
 - h. Upload Agents
2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept Contra Costa county code as a CalSAWS county
 - i. See Attached Call Flow (CA-240155 - RCC Call Flow Wave 2.pdf) for details.
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for Contra Costa County
3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreements for CSC and RCC queues

Outreach Description: Weekly Meetings with Contra Costa County one month before they go live, and Model Office sessions for contact center staff

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 317

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	305
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	12	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change: N/A

3. Release Change:
Before: 23.01
After: 23.02

4. Funding Source Change: N/A

Content Revision Status-2:

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

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

2. Estimate Change:
Before:
After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-240158] Tulare County Contact Center

- Resolved: 01/29/2023 04:33 PM

Team Responsible:	Contact Center	Assignee:	Jared Kuester	SPG Status:	Pending
Fix Version/s:	[23.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.02.20	Expedite Changes:	Start Build	Estimate:	317
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 12:21 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Darcy Alexander received on 5/31/2022 approval from Tulare County for their Call Flow

Expedite Approval: Karen J. Rapponotti, 10/28/2022

Current Design: Tulare County maintains and operates their own contact center

Request: Build out an Amazon Connect Contact Center for Tulare County

- Recommendation:**
1. Continuing Service Center (CSC)
 - a. Claim a new phone number for inbound calls.
 - i. County owned Toll-Free Number will be pointed to this number.
 - b. Deploy the county specific call flow
 - i. See attached CA-240158 - Tulare County Call Flow PDF for details
 - c. Record new county specific prompts
 - i. See attached CA-240158 - Tulare County Verbiage Sheet Excel document for details
 - d. Build new Queues
 - i. See attached CA-240158 - Tulare County Queue List Excel document for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached CA-240158 - Tulare County Quick Connects Excel document for details
 - g. Upload Holiday dates to DynamoDB table
 - i. Holiday dates to be Provided by the County
 - h. Upload Agents
 2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept Tulare county code as a CalSAWS county
 - i. See Attached Call Flow (CA-240158 - RCC Call Flow Wave 2.pdf) for details.
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for Tulare County
 3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
 4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreements for CSC and RCC queues

Outreach Description: Weekly Meetings with Tulare County one month before they go live, and Model Office sessions for contact center staff

Alternative Procedure Description: N/A

Operational Impact: Estimate: 317

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	305
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	12	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change: N/A

3. Release Change:
Before: 23.01
After: 23.02

4. Funding Source Change: N/A

Content Revision Status-2:

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

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

2. Estimate Change:
Before:
After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-240159] Santa Clara County Contact Center

- Resolved: 01/29/2023 04:34 PM

Team Responsible:	Contact Center	Assignee:	Jared Kuester	SPG Status:	Pending
Fix Version/s:	[23.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.02.20	Expedite Changes:	Start Build	Estimate:	317
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 12:24 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS DD&I
Consortium Contact:		Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Karen J. Rapponotti, 10/28/2022

Current Design: Santa Clara County maintains and operates their own contact center

Request: Build out an Amazon Connect Contact Center for Santa Clara County

Recommendation:

1. Continuing Service Center (CSC)
 - a. Claim a new phone number for inbound calls.
 - i. County owned Toll-Free Number will be pointed to this number.
 - b. Deploy the county specific call flow
 - i. See attached CA-240159 - Santa Clara County Call Flow PDF for details
 - c. Record new county specific prompts
 - i. See attached CA-240159 - Santa Clara County Verbiage Sheet Excel document for details
 - d. Build new Queues
 - i. See attached CA-240159 - Santa Clara County Queue List Excel document for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached CA-240159 - Santa Clara County Quick Connects Excel document for details
 - g. Upload Holiday dates to DynamoDB table
 - i. Holiday dates to be Provided by the County
 - h. Upload Agents
2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept Santa Clara county code as a CalSAWS county
 - i. See Attached Call Flow (CA-240159 - RCC Call Flow Wave 2.pdf) for details.
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for Santa Clara County
3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreements for CSC and RCC queues

Outreach Description: Weekly Meetings with Santa Clara County one month before they go live, and Model Office sessions for contact center staff

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 317

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	305
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	12	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change: N/A

3. Release Change:
Before: 23.01
After: 23.02

4. Funding Source Change: N/A

Content Revision Status-2:

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

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

2. Estimate Change:
Before:
After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-244072] DDID 2731 FDS: Update the eCCP to support 6 way calling

Team Responsible:	Contact Center	Assignee:	Allen Garcia	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.03.16	Expedite Changes:	No	Estimate:	100
Reporter:	Jared Kuester	Regulation Reference:		Created:	04/18/2022 03:17 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:		Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	DDID 2731
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

The eCCP only supports up to a 3 way conference call

Request:

AWS recently released the ability for 6 way calls, and the eCCP needs to be updated to support it.

From CAR-3810 :

Configure the Telephonic Signature solution to support 4-way calling.

This allows the agent, customer, Language Line interpreter and

Telephonic Signature solution to be connected concurrently.

Recommendation:

- 1) Update the eCCP to support 6 way calling
 - a) The Telephonic Signature through the eCCP will not be impacted.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

100

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	100
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

1. Recommendation Change: N/A

Description-1:

2. Estimate Change: N/A

3. Release Change:

Before: 23.01

After: 23.02

4. Funding Source Change: N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



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

- Resolved: 02/14/2023 09:00 AM

Team Responsible:	Client Correspondence	Assignee:	Rekha Jaguva Rajan	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Maria Jensen	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.14	Expedite Changes:	No	Estimate:	110
Reporter:	Maria Jensen	Regulation Reference:		Created:	05/06/2022 09:45 AM
Status:	In Production	Impact Analysis:	[Central Print]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	Application Development and Test
Consortium Review Approval:	Maria Arceo	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	08/17/2022				

Non-Committee Review:

Expedite Approval: Current Design:

CA-217127 migrated the BRM office addresses from CalWIN to CalSAWS. Only the default approach could be tested, namely the centralized logic, for all counties. SCRs CA-245276, CA-245277 and CA-245278 were created to test the office IDs for Non-Centralized Counties in waves. Once office IDs were offered by conversion team, these 3 SCRs respectively will update refer_table_9_descr and will test the non-centralized logic for the remaining 4 Non-Centralized Counties.

Request:

CA-217127 Test Office IDs for Non-Centralized Counties in Wave 2 (Tulare County)

Note: this SCR does NOT have a Design Document.

Recommendation:

CA-217127 Test Office IDs for Non-Centralized Counties in Wave 2

Note: this SCR does NOT have a Design Document.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate:

110

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	70	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	40	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1:

Pending CCB

**Content Revision
Description-1:**

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 23.01
After: 23.02
4. Funding Source Change: N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:



[CA-245553] CalWIN Wave 2 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists

- Resolved: 02/02/2023 03:06 PM

Team Responsible:	Online	Assignee:	Rashmi Holla	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:	23.02.20	Expedite Changes:	Start Build	Estimate:	46
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	05/16/2022 02:08 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[ICT]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 10/25/2022

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

Current Design: CA-242529 was created to generate a list of all in process ICTs between CalWIN Wave 2 counties and CalSAWS counties organized by county and eICT date based on defined parameters. This list was intended to allow counties to review and process existing eICTs ahead of CalWIN/CalSAWS cutover.

Request: Generate subsequent lists based on these same previously established parameters on the following dates: 12/27/2022, 02/06/2023, 02/13/2023, 02/20/2023 to provide counties with up to date in-process eICT status.

Recommendation:

1. Provide a case list of in flight eICTs between CalWIN Wave 2 counties (Contra Costa, Santa Clara & Tulare) and CalSAWS counties, organized by county and eICT date.
 List Name: CalWIN To or From CalSAWS ICT Records in Progress-Follow Up Case Lists {List_Run_Date}
 List Criteria:
 Current/updated List with the same Criteria as the list published for CA-242529
 Standard Columns:
 Current/updated List with the same Standard columns as the list published for CA-242529

The list will be posted to the following locations:
 CalSAWS: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-242529 Note: The SCR number in the list location is not this SCR#

Outreach Description: Follow up CIT for case lists.

Alternative Procedure Description: N/A

Operational Impact: Estimate: **46**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	29	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	12	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0

Translation : 0
Content Revision Status-1: Pending CCB
Content Revision Description-1:
1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 23.01
After: 23.02
4. Funding Source Change: N/A

Content Revision Status-2:
Content Revision Description-2:
1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:
1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:
1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:

Before:
After:



[CA-248039] Create a BPCR and network connection to setup E2Lite for Tulare county

Team Responsible:	Batch Operations	Assignee:	Naveen Bhumandla	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.XX	Expedite Changes:	No	Estimate:	30
Reporter:	Howard Suksanti	Regulation Reference:		Created:	07/21/2022 10:10 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

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

Expedite Approval:

Current Design:

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

Request:

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

Recommendation:

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

Outreach

Description:

Alternative

N/A.

Procedure

Description:

Operational Impact:

Estimate: 30

Automated Test :	0	Batch/Interfaces :	25	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	5	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

Content Revision Status-1: Accepted

Content Revision

1. Estimate Change:

Description-1:

Before:

Batch/Interfaces ETC 1: 40

After:

Batch/Interfaces ETC 1: 25

Content Revision

Pending CCB

Status-2:

**Content Revision
Description-2:**

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 23.01
After: 23.02
4. Funding Source Change: N/A

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:



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

Team Responsible:	Batch Operations	Assignee:	Naveen Bhumandla	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Naveen Bhumandla	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.XX	Expedite Changes:	No	Estimate:	45
Reporter:	Carlos Zepeda	Regulation Reference:		Created:	07/28/2022 03:11 PM
Status:	Design in Progress	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

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

Expedite Approval:
Current Design:

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

Request:

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

Recommendation:

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

Outreach

Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: 45

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

Content Revision Status-1: Pending CCB

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

2. Estimate Change: N/A

3. Release Change:
Before: 23.01
After: 23.02



[CA-251903] Update the Converted Case Review Dashboard to add new columns

Team Responsible:	Reports	Assignee:	Eduardo Gonzalez Falcon	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Susanna Martinez	Change Type (SCR):	Enhancement
Minor Version:	23.02.xx	Expedite Changes:	Start Build	Estimate:	224
Reporter:	Susanna Martinez	Regulation Reference:		Created:	10/26/2022 03:50 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Management Reports]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	12/02/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Expedited Start Build Approval provided by Karen J. Rapponotti on 11/25/2022

Current Design: The Converted Case Review Dashboard does not include the following columns in the "Details" table:

MISMATCH_REASON
 RE_DUE_DATE
 REPORTING_TYPE
 PGM_STAT_RSN_CODE
 PRIORITY
 SSA_INCOME
 SSI_SSP_OPA
 NON_MAGI_FPL

Request: Add the following columns to the Converted Case Review Dashboard in the "Details" table:

MISMATCH_REASON
 RE_DUE_DATE
 REPORTING_TYPE
 PGM_STAT_RSN_CODE
 PRIORITY
 SSA_INCOME
 SSI_SSP_OPA
 NON_MAGI_FPL

Recommendation: Update the Converted Case Review Dashboard to add the following columns in the "Details" table:

MISMATCH_REASON
 RE_DUE_DATE
 REPORTING_TYPE
 PGM_STAT_RSN_CODE
 PRIORITY
 SSA_INCOME
 SSI_SSP_OPA
 NON_MAGI_FPL

Outreach

Description:

Alternative Procedure

N/A

Description:

Operational Impact:

Estimate: 224

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	174	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	50	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Accepted

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

2. Estimate Change:
N/A

3. Release Change:
Before: 22.11
After: 23.01

4. Funding Source Change:
N/A

Content Revision Status-2: Pending CCB

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

2. Estimate Change: N/A

3. Release Change:
Before: 23.01
After: 23.02

4. Funding Source Change: N/A

Content Revision Status-3:

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4: 1. Recommendation Change:



[CA-255040] Provision 160 CalWIN county users in sandbox environment

- Resolved: 02/21/2023 10:15 AM

Team Responsible:	Tech Ops	Assignee:	Joel Jos	SPG Status:	N/A
Fix Version/s:	[23.01]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Enhancement
Minor Version:	23.02.07	Expedite Changes:	Start Build	Estimate:	184
Reporter:	Raji Reddy	Regulation Reference:		Created:	01/10/2023 05:19 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Laura Chavez	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Non Committee Approval was provided by Laura Chavez on 01/18/2023

Expedite Approval: Approved by Laura Chavez on 01/18/2023

Current Design: Current prod sand box environment does not have any users from CW counties.

Request: We got request to add 10 users from each of the remaining 16 CW counties

Recommendation: We got request to add 10 users from each of the remaining 16 CW counties

Outreach Description:

Alternative Procedure Description: NA

Operational Impact:

Estimate: **184**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	16
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	20	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	20	Tech Ops :	128	Tech Arch :	0
Translation :	0			Training :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 23.01
After: 23.02
4. Funding Source Change: N/A

Content Revision Status-2:



[CA-255475] Automated CalFresh mass replacement issuance for January 2023

- Resolved: 02/07/2023 04:01 PM

Team Responsible:	Fiscal	Assignee:	Chandan Talukdar	SPG Status:	Approved
Fix Version/s:	[23.01]	Designer Contact:	Jimmy Tu	Change Type (SCR):	New Policy
Minor Version:	23.02.07	Expedite Changes:	Production Deployment	Estimate:	113
Reporter:	Sheryl E. Eppler	Regulation Reference:	CA Mass Replacement Waiver Approval--39 Counties_01312023	Created:	01/20/2023 07:27 AM
Status:	In Production	Impact Analysis:		Outreach Required:	Yes
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Sheryl Eppler - 01/31/2023

Expedite Approval:

Karen Rapponotti - Approved - 01/31/2023

Current Design:

The CalSAWS System allows CalFresh benefits to be replaced in the event of a power outage. CalFresh Replacement benefits will not count towards a program's previous potential benefit calculation.

Request:

Due to the emergency situation involving the power outages throughout the State, the California Department of Social Services (CDSS) has requested that the CalSAWS System replace a percentage of January 2023 CalFresh benefits for the impacted households in " Amador, Butte, Calaveras, El Dorado, Humboldt, Kings, Lake, Madera, Marin, Mariposa, Mendocino, Merced, Monterey, Napa, Nevada, Placer, Plumas, San Benito, San Joaquin, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yolo and Yuba " Counties.

Recommendation:

Turn on the CalFresh Mass Replacement Batch on 02/07/2023.

Do a DCR to populate DISASTER_REPLACEMT_INFO with following information. These values will be considered by the CalFresh Mass Replacement Batch for the automated mass replacements for Regular CalFresh Benefits.

1. Counties

- Alameda (94618, 94708)
- AMADOR (95675, 95629, 95640 and 95685)
- BUTTE (95930, 95978, 95942 and 95954)
- CALAVERAS (95248, 95225, 95254, 95226, 95232, 95257, 95255, 95233, 95224, 95252 and 95251)
- Contra Costa (94511)
- EL DORADO (95735, 95720, 95684, 95634, 95614, 95664, 95633, 95635, 95623, 95636 and 95709)
- Fresno (93628, 93626, 93675)
- HUMBOLDT (95518, 95569, 95573, 95556, 95571, 95570, 95558, 95525, 95554, 95555, 95549, 95524, 95546, 95559, 95511, 95553, 95545 and 95514)
- KINGS (93239)
- LAKE (95426)
- MADERA (93645)
- MARIN (94929, 94937, 94970, 94971, 94940, 94933, 94973, 94924, 94963, 94930, 94950, 94946, 94956 and 94938)
- MARIPOSA (95325 and 95338)
- MENDOCINO (95494, 95459, 95445, 95463, 95410, 95468, 95432, 95585, 95420, 95587, 95427, 95460, 95488 and 95456)
- MERCED (95365)
- MONTEREY (93954, 93953, 93930, 93923, 93924, 93950, 93921 and 93920)
- NAPA (94567 and 94508)
- NEVADA (95986 and 95946)

PLACER (95703)
 PLUMAS (95981)
 Sacramento: (95641)
 SAN BENITO (95043)
 SAN JOAQUIN (95227, 95220, 95258, 95686, 95212 and 95219)
 San Luis Obispo (93428, 93442, 93424, 93452, 93402)
 San Mateo (94074, 94005, 94060, 94021, 94038, 94037, 94020, 94015)
 Santa Barbara (93429)
 Santa Clara (95002, 95004, 95046, 95003)
 Santa Cruz (95041, 95007, 95005, 95006, 95018, 95064)
 SIERRA (96125)
 SISKIYOU (95568)
 Solano (94571)
 Sonoma (95430, 95419, 95486, 94923, 95450, 95421, 95446, 95412, 94922, 95465)
 SUTTER (95676, 95668 and 95982)
 TEHAMA (96061 and 96063)
 TRINITY (95527 and 95563)
 Tulare (93603, 93673)
 TUOLUMNE (95364, 95321, 95346 and 95335)
 YOLO (95697, 95612, 95695, 95605, 95616, 95645 and 95691)
 YUBA (95901)

2. Program : CalFresh
3. Percent: 60% of Regular CalFresh Benefits and 60% of EA Issuance in January 2023
4. Effective Month : January 2023
5. Type Code: Other
6. Begin Date : 01/01/2023
7. End Date : 01/10/2023
8. Availability Date : 01/10/2023
9. Description : Replacement Benefits issued on 02/07/2023 due to power outages for regular CalFresh Benefits.

Note: In addition to the list, the Replacement benefits will also show up on the:

- CalFresh EBT Production Reconciliation Report (Scheduled / Fiscal) – Daily Report
- Supplemental Benefit Issuance EBT Register (Scheduled / Fiscal) – Daily Report
- No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Mass-Replacement benefits.

**Outreach
Description:**

A list of replaced CalFresh issuances will be sent to " Amador, Butte, Calaveras, El Dorado, Humboldt, Kings, Lake, Madera, Marin, Mariposa, Mendocino, Merced, Monterey, Napa, Nevada, Placer, Plumas, San Benito, San Joaquin, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yolo and Yuba " Counties.
 The list will be uploaded to the CalSAWS System Web Portal under: CalSAWS Web Portal > System Changes > SCR and SIR Lists > 2023 > SCR CA-255475

**Alternative
Procedure
Description:**

Manually issue replacement CF Benefits

**Operational Impact:
Estimate:**

113

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	74
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	29	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0

Translation :

0

**Content Revision
Status-1:**

Pending CCB

**Content Revision
Description-1:**

1. Recommendation Change:

Before:

Turn on the CalFresh Mass Replacement Batch on 02/07/2023.

Do a DCR to populate DISASTER_REPLACEMT_INFO with following information. These values will be considered by the CalFresh Mass Replacement Batch for the automated mass replacements for Regular CalFresh Benefits.

1. Counties

Alameda (94618, 94708)

AMADOR (95675, 95629, 95640 and 95685)

BUTTE (95930, 95978, 95942 and 95954)

CALAVERAS (95248, 95225, 95254, 95226, 95232, 95257, 95255, 95233, 95224, 95252 and 95251)

Contra Costa (94511)

EL DORADO (95735, 95720, 95684, 95634, 95614, 95664, 95633, 95635, 95623, 95636 and 95709)

Fresno (93628, 93626, 93675)

HUMBOLDT (95518, 95569, 95573, 95556, 95571, 95570, 95558, 95525, 95554, 95555, 95549, 95524, 95546, 95559, 95511, 95553, 95545 and 95514)

KINGS (93239)

LAKE (95426)

MADERA (93645)

MARIN (94929, 94937, 94970, 94971, 94940, 94933, 94973, 94924, 94963, 94930, 94950, 94946, 94956 and 94938)

MARIPOSA (95325 and 95338)

MENDOCINO (95494, 95459, 95445, 95463, 95410, 95468, 95432, 95585, 95420, 95587, 95427, 95460, 95488 and 95456)

MERCED (95365)

MONTEREY (93954, 93953, 93930, 93923, 93924, 93950, 93921 and 93920)

NAPA (94567 and 94508)

NEVADA (95986 and 95946)

PLACER (95703)

PLUMAS (95981)

Sacramento: (95641)

SAN BENITO (95043)

SAN JOAQUIN (95227, 95220, 95258, 95686, 95212 and 95219)

San Luis Obispo (93428, 93442, 93424, 93452, 93402)

San Mateo (94074, 94005, 94060, 94021, 94038, 94037, 94020, 94015)

Santa Barbara (93429)

Santa Clara (95002, 95004, 95046, 95003)

Santa Cruz (95041, 95007, 95005, 95006, 95018, 95064)

SIERRA (96125)

SISKIYOU (95568)

Solano (94571)

Sonoma (95430, 95419, 95486, 94923, 95450, 95421, 95446, 95412, 94922, 95465)

SUTTER (95676, 95668 and 95982)

TEHAMA (96061 and 96063)

TRINITY (95527 and 95563)

Tulare (93603, 93673)

TUOLUMNE (95364, 95321, 95346 and 95335)

YOLO (95697, 95612, 95695, 95605, 95616, 95645 and 95691)

YUBA (95901)

2. Program : CalFresh

3. Percent: 60% of Regular CalFresh Benefits and 60% of EA Issuance in January 2023

4. Effective Month : January 2023

5. Type Code: Other

6. Begin Date : 01/01/2023

7. End Date : 01/10/2023

8. Availability Date : 01/10/2023

9. Description : Replacement Benefits issued on 02/07/2023 due to power outages for regular CalFresh Benefits.

Note: In addition to the list, the Replacement benefits will also show up on the:

- CalFresh EBT Production Reconciliation Report (Scheduled / Fiscal) – Daily Report
- Supplemental Benefit Issuance EBT Register (Scheduled / Fiscal) – Daily Report
- No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Mass-Replacement benefits.

After:

Turn on the CalFresh Mass Replacement Batch on 02/07/2023.

Do a DCR to populate DISASTER_REPLACEMT_INFO with following information. These values will be considered by the CalFresh Mass Replacement Batch for the automated mass replacements for Regular CalFresh Benefits.

1. Counties

Alameda (94618, 94708)
AMADOR (95675, 95629, 95640 and 95685)
BUTTE (95930, 95978, 95942 and 95954)
CALAVERAS (95248, 95225, 95254, 95226, 95232, 95257, 95255, 95233, 95224, 95252 and 95251)
Contra Costa (94511)
EL DORADO (95735, 95720, 95684, 95634, 95614, 95664, 95633, 95635, 95623, 95636 and 95709)
Fresno (93628, 93626, 93675)
HUMBOLDT (95518, 95569, 95573, 95556, 95571, 95570, 95558, 95525, 95554, 95555, 95549, 95524, 95546, 95559, 95511, 95553, 95545 and 95514)
KINGS (93239)
LAKE (95426)
MADERA (93645)
MARIN (94929, 94937, 94970, 94971, 94940, 94933, 94973, 94924, 94963, 94930, 94950, 94946, 94956 and 94938)
MARIPOSA (95325 and 95338)
MENDOCINO (95494, 95459, 95445, 95463, 95410, 95468, 95432, 95585, 95420, 95587, 95427, 95460, 95488 and 95456)
MERCED (95365)
MONTEREY (93954, 93953, 93930, 93923, 93924, 93950, 93921 and 93920)
NAPA (94567 and 94508)
NEVADA (95986 and 95946)
PLACER (95703)
PLUMAS (95981)
Sacramento: (95641)
SAN BENITO (95043)
SAN JOAQUIN (95227, 95220, 95258, 95686, 95212 and 95219)
San Luis Obispo (93428, 93442, 93424, 93452, 93402)
San Mateo (94074, 94005, 94060, 94021, 94038, 94037, 94020, 94015)
Santa Barbara (93429)
Santa Clara (95002, 95004, 95046, 95003)
Santa Cruz (95041, 95007, 95005, 95006, 95018, 95064)
SIERRA (96125)
SISKIYOU (95568)
Solano (94571)
Sonoma (95430, 95419, 95486, 94923, 95450, 95421, 95446, 95412, 94922, 95465)
SUTTER (95676, 95668 and 95982)
TEHAMA (96061 and 96063)
TRINITY (95527 and 95563)
Tulare (93603, 93673)
TUOLUMNE (95364, 95321, 95346 and 95335)
YOLO (95697, 95612, 95695, 95605, 95616, 95645 and 95691)
YUBA (95901)

Program : CalFresh

Percent: 60% of Regular CalFresh Benefits Issued in January 2023

Effective Month : January 2023

Type Code: Other
Begin Date : 01/01/2023
End Date : 01/10/2023
Availability Date : 01/10/2023
Description : Replacement Benefits issued on 02/07/2023 due to power outages for regular CalFresh Benefits.

3. Program : CalFresh
Percent: 60% of EA CalFresh Benefits Issued in January 2023
Effective Month : October, November, December 2022
Type Code: Other
Begin Date : 01/01/2023
End Date : 01/10/2023
Availability Date : 01/10/2023
Description : Replacement Benefits issued on 02/07/2023 due to power outages for regular CalFresh Benefits.

Note: In addition to the list, the Replacement benefits will also show up on the:
- CalFresh EBT Production Reconciliation Report (Scheduled / Fiscal) – Daily Report
- Supplemental Benefit Issuance EBT Register (Scheduled / Fiscal) – Daily Report
- No NOA's will be sent - the County will utilize media and/or posters in the Reception Lobby to announce potential to Mass-Replacement benefits.

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

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

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

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

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

1. Recommendation Change:

Before:

After:



[CA-247242] CalWIN Wave 3 - Select Aid Codes for CalWIN wave 3 positions.

Team Responsible:	Online	Assignee:	Jalagari Paul	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	15
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/28/2022 04:34 PM
Status:	Approved	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Non Committee Approval for technical change by Dymas Pena 07/06/2022

Expedite Approval:

Current Design: For CalWIN Wave 3 counties, when the Position have a 'CalWORKS' or 'Medi-Cal' program is selected there's no Aid-Codes that is selected on the Position Detail page.

Request: For Positions that belongs to CalWIN Wave 3 counties, have the Aid Codes of 'All' be selected on the Position Detail page when CalWORKs or Medi-Cal program is selected.

Recommendation:

- For Positions that belongs to CalWIN Wave 3 counties, with CalWORKS or Medi-Cal program checked off, the Aid Codes value of 'All' will be checked off on the Position Detail page.
 - 'Aid-Codes - Medi-Cal' block will have 'All' checked off when the 'Medi-Cal' program is checked off on the 'Program(s) block of the Position Detail page.
 - 'Aid-Codes - CalWORKs' block will have 'All' checked off when the 'CalWORKs' program is checked off on the 'Program(s) block of the Position Detail page.

There is no design document for this SCR.

Outreach Description:

Alternative Procedure Description:	None
Operational Impact:	
Estimate:	15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	7	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	8	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.02
After: TBD

SCR is no longer needed since adding Aid code is part of county prep activity. Will update the status to Reject status once Content Revision is approved.

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

 **[CA-248390] ODM Rule Changes for JAVA and Weblogic Upgrade**

Team Responsible:	Tech Arch	Assignee:	Eugenio Garcia Velasco	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Eugenio Garcia Velasco	Change Type (SCR):	Operational Enhancement
Minor Version:	23.03.06	Expedite Changes:	Production Deployment	Estimate:	5858
Reporter:	Prakash Thota	Regulation Reference:		Created:	07/28/2022 08:14 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/16/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Karen J. Rapponotti on 8/16/22

Expedite Approval: Expedited PROD deployment approval by Karen J. Rapponotti on 8/16/22. PFA email for reference.

Current Design: CalSAWS application currently uses ODM 8.8.1 version

Request: Current version of ODM 8.8.1 isn't supported with the new Java and Weblogic upgrade.

Recommendation: Upgrade the ODM version to 8.11 and the corresponding rules which supports the latest Java and Weblogic upgrade.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **5858**

Automated Test :	45	Batch/Interfaces :	150	Batch Operations :	115
BenefitsCal :	100	CalHEERS :	320	CalHEERS Test :	0
Client Correspondence :	200	Conversion :	0	DBA :	0
Design :	0	Eligibility :	3933	Fiscal :	150
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	300	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	345	Tech Arch :	200
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change:
 - Before: Batch/Interfaces ETC 1:50
 - Batch/Interfaces ETC 2:100

Batch/Interfaces ETC Total:150
Batch Operations ETC 1:120
Batch Operations ETC Total:120
BenefitsCal ETC 1:100
BenefitsCal ETC Total:100
CalHEERS ETC 1:320
CalHEERS ETC Total:320
Client Correspondence ETC 1:200
Client Correspondence ETC Total:200
Eligibility ETC 1:3933
Eligibility ETC Total:3933
Fiscal ETC 1:150
Fiscal ETC Total:150
Online ETC 1:100
Online ETC 2:100
Online ETC 3:100
Online ETC Total:300
Tech Arch ETC 1:100
Tech Arch ETC 2:100
Tech Arch ETC Total:200
Automated Test ETC 1: 40
Automated Test ETC Total: 40
System Test Support ETC 1:345
System Test Support ETC Total:345

Estimate: 5858

After:

Eligibility ETC 1:4283
Eligibility ETC Total:4283
Tech Arch ETC 1:350
Tech Arch ETC 2:350
Tech Arch ETC Total:700

Estimate: 6708

3. Release Change:

Before:

Fix Version/s: 22.11
Minor Version: 23.01.xx

After:

Fix Version/s: 23.02
Minor Version: 23.03.05

4. Funding Source Change:

N/A

Select a value

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:



[CA-251602] ACL 22-101 Mass Mailer for Extension of Water Pilot Program

- Resolved: 02/14/2023 03:00 PM

Team Responsible:	Client Correspondence	Assignee:	Rekha Jaguva Rajan	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Phong Xiong	Change Type (SCR):	New Policy
Minor Version:	23.02.14	Expedite Changes:	Start Build	Estimate:	335
Reporter:	Caroline Bui	Regulation Reference:	ACL 22-101	Created:	10/20/2022 07:01 AM
Status:	In Production	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Reviewed and approved by Caroline Bui 12/12/2022				
Expedite Approval:	Expedited Start Build Approval granted by Michele Peterson on 01/04/2023				
Current Design:	<p>The Water Pilot for Kern County started on March 1, 2022 and was originally scheduled to last for 12 months, depending on household caseload and available funding. Due to available funds, the Pilot will be extended for an additional 8 months and end on October 31, 2023.</p> <p>As a part of SCR CA-211719, the CF 304C was implemented along with a monthly batch job to notify the customer of the end of their Pilot benefits.</p>				
Request:	<p>A new notice, CF 304D Notice of Water Pilot Extension, was developed to notify participating Pilot households of the extension. The notice will inform households of the extension date and details. The CF 304D will be issued to participating Pilot households prior to March 1, 2023.</p> <p>The new Pilot extension notice will be provided in English and Spanish only and will be issued with a Notice of Language Services (GEN 1365 – 6/17). Issuance of the GEN 1365 will support language access and the provision of translation services as necessary on a case-by-case basis for languages other than English and Spanish.</p>				
Recommendation:	<ol style="list-style-type: none"> 1. Add the new CF 304D Notice of Water Pilot Extension form into CalSAWS in English and Spanish. 2. Mass mail the CF 304D Notice of Water Pilot Extension form before March 1, 2023. 3. Create new Auxiliary Authorization Record for Water Pilot Benefits. 4. Update Monthly Water Pilot Discontinuance Sweep to scan for the latest approved Auxiliary Authorization Record. 				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	335				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	98	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	97
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	110	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:
Before: 23.01
After: 23.02
4. Funding Source Change: N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:



[CA-252411] Enhance Imaging to complete CalWIN barcode lookups at the point of scan

- Resolved: 02/14/2023 08:08 AM

Team Responsible:	Batch/Interfaces	Assignee:	Sri Muruganantham	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.14	Expedite Changes:	Production Deployment	Estimate:	118
Reporter:	Rhiannon Chin	Regulation Reference:		Created:	11/07/2022 08:06 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Rhiannon Chin	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Imaging]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Rhiannon Chin 11/15/2022

Expedite Approval: Michele Peterson 11/22/22

Current Design: When a CalWIN document with a 2D barcode is scanned into the Imaging Solution, the barcode number is retrieved but the barcode lookup is not completed.

Request: When a CalWIN document with a 2D barcode is scanned into the Imaging Solution, the complete barcode number lookup.

Lookup should be updated to perform a normal CalSAWS lookup first (Ignoring passed County code value) then if no barcode is found, a lookup with appending CalWIN Barcode logic should be performed leveraging the County Code value passed.

Recommendation: CalSAWS getBarcodeInfo API will be updated to perform a normal CalSAWS lookup first (Ignoring passed County code value) then if no barcode is found, a lookup with appending CalWIN Barcode logic should be performed leveraging the County Code value passed. Additionally, the value passed in the County Code field will be trimmed to the first 2 characters.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: 118

Next to the barcode field, click the magnifying glass to complete the barcode lookup.

Automated Test :	0	Batch/Interfaces :	62	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	40	Tech Arch :	6
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

**Content Revision
Description-1:**

1. Recommendation Change:
Before: CalSAWS getBarcodeInfo API will be updated to perform a normal CalSAWS lookup first (Ignoring passed County code value) then if no barcode is found, a lookup with appending CalWIN Barcode logic should be performed leveraging the County Code value passed.
After: CalSAWS getBarcodeInfo API will be updated to perform a normal CalSAWS lookup first (Ignoring passed County code value) then if no barcode is found, a lookup with appending CalWIN Barcode logic should be performed leveraging the County Code value passed. Additionally, the value passed in the County Code field will be trimmed to the first 2 characters.

2. Estimate Change:
Before: Batch/Interfaces ETC 1 - 42
After: Batch/Interfaces ETC 1 - 62

3. Release Change:
Before:
Fix Version - 23.01
Minor Version - 23.02.02
After:
Fix Version - 23.02
Minor Version - 23.02.14

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:



[CA-254389] Update IFDS Auto Closure Logic

- Resolved: 02/14/2023 12:13 PM

Team Responsible:	Batch/Interfaces	Assignee:	Shuvam Mahapatra	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.14	Expedite Changes:	Production Deployment	Estimate:	145
Reporter:	Carlos Zepeda	Regulation Reference:		Created:	12/27/2022 01:09 PM
Status:	In Production	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Carlos Zepeda	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[IEVS]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 1/10/2023

Expedite Approval: Approved by Karen J. Rapponotti on 1/5/2023

Current Design: The current IFD IEVS Interface logic auto dispositions an abstract when the income discrepancy is below \$1000.

Request: Per ACL 21-03, the state has updated their internal tolerance level logic for IFD match from \$1000 to \$3000. The request here is for CalSAWS internal auto-closure logic for IFD records to match this and be updated to \$3000. This will auto-close any IFDS in line with the state threshold.

Recommendation: Modify IFD IEVS Interface logic to auto dispositions an abstract when the income discrepancy is below \$3000.

Please find more details in the Design document.

Outreach Description: N/A.

Alternative Procedure Description:

Operational Impact:

Estimate: **145**

Automated Test :	0	Batch/Interfaces :	80	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	50	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: N/A
3. Release Change:

Before: 23.01

After: 23.02

4. Funding Source Change: N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-254466] eICT-Homeless Assistance Permanent EDBC Logic Update

- Resolved: 02/14/2023 09:13 AM

Team Responsible:	Eligibility	Assignee:	Marie Antonette Bacay	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Enhancement
Minor Version:	23.02.14	Expedite Changes:	Production Deployment	Estimate:	228
Reporter:	Thomas Lazio	Regulation Reference:		Created:	12/28/2022 05:06 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Sarah Rich 01/06/2023

Expedite Approval:

Expedited PROD deployment approval by Karen J. Rapponotti on 1/6/23. PFA email for reference.

Current Design:

SCR CA-201573 allows the user to by-pass the EDBC hard validation for Homeless Assistance -Permanent (HP) program when there is an electronic Inter-County Transfer (eICT) with a status of 'in process' and the CW/RCA program is 'Pending. However, the EDBC logic still fails the HP program for not being eligible for cash aid when the CW/RCA program is not 'Active'.

Request:

Do not deny HP program for being ineligible for cash aid on eICT case that meets the criteria for by-passing the EDBC hard validation per SCR CA-201573.

Recommendation:

1. Update existing EDBC logic to not deny HP program for 'ineligible for cash aid' when the conditions for skipping the hard validation are met.

Outreach

Description:

Alternative

Run Manual EDBC or Override EDBC

Procedure

Description:

Operational Impact:

Estimate:

228

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	132	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	76	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1:

Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: N/A

3. Release Change:
Before: 23.01
After: 23.02

4. Funding Source Change: N/A

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

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

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

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:



[CA-232334] Upgrade CalSAWS auxiliary databases to Oracle release 19c

Team Responsible:	DBA	Assignee:	Jyoti Rani	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Sauvik Basu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.06.xx	Expedite Changes:	No	Estimate:	640
Reporter:	Sauvik Basu	Regulation Reference:		Created:	08/16/2021 07:19 PM
Status:	Approved	Impact Analysis:	[Technology Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Laura Chavez	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 3/14/2022.

Expedite Approval: The Oracle database version used for CalSAWS auxiliary databases is 12c.

Request: Oracle 19c version is required for being under Oracle standard support. Standard support allows the database to receive:

- New updates, fixes, security alerts, data fixes, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

Recommendation: ***No impact to end user***

1. Upgrade the CalSAWS auxiliary databases to the current stable release of Oracle 19c, version 19.12.0.0.210720.
2. Upgrade all the standby databases to 19c.
3. Test products and application functionality is not impacted across all functional areas as a result of the upgrade.
4. Execute online and batch performance tests with the 19c release to confirm that performance complies with current SLA standards.
5. Remediate any functional or performance issues falling out of the 19c upgrade.

Outreach Description: None.

Alternative Procedure Description: Operational Impact: Estimate: **640**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	320
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	320	Training :	0

Translation :	0
Content Revision Status-1:	Accepted
Content Revision Description-1:	<ul style="list-style-type: none"> 1. Recommendation Change: N/A 2. Estimate Change: N/A 3. Release Change: Before: 22.07 After: 22.09 4. Funding Source Change: N/A
Content Revision Status-2:	Accepted
Content Revision Description-2:	<ul style="list-style-type: none"> 1. Recommendation Change: N/A 2. Estimate Change: N/A 3. Release Change: Before: 22.11 After: 23.03 4. Funding Source Change: N/A
Content Revision Status-3:	Pending CCB
Content Revision Description-3:	<ul style="list-style-type: none"> 1. Recommendation Change: N/A 2. Estimate Change: N/A 3. Release Change: Before: 23.03 After: 23.05 4. Funding Source Change: N/A
Content Revision Status-4:	
Content Revision Description-4:	<ul style="list-style-type: none"> 1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:



[CA-233206] Opt-In C-IV Counties to the Batch RE Appointment Scheduling for CW/CF Available for CalWIN Counties

Team Responsible:	Batch/Interfaces	Assignee:	Shuvam Mahapatra	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Shining Liu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	635
Reporter:	Caroline Bui	Regulation Reference:		Created:	09/09/2021 08:41 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	11/02/2022	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Expedite Approval: Content Revision 1 approved by Karen J. Rapponotti on 1/26/2023

Current Design: Currently, the C-IV Counties do not have an automated process to schedule CW/CF RE Appointments. Per CA-216551, an automated process for scheduling CW/CF RE Appointments was implemented for the CalWIN Migration Counties in CalSAWS. The batch job retrieves CalWORKs only, CalFresh only, and CalWORKs/CalFresh combination (including Transitional CalFresh) cases that need an RE appointment with a program worker to evaluate the customer's ongoing eligibility.

The CalWIN Counties specified appointment durations per appointment types based on their county business process. This job is responsible for only scheduling CW/CF RE appointments five days prior to the CW/CF RE Packet generation. When the batch job creates the RE appointment, all appointment details will be included in the Appointment letter, which is included in the CW/CF RE packet.

Request: Opt C-IV Counties into the CW/CF RE Appointment Scheduling for Migration Counties batch job. Opt selected CalWIN counties out of CW/CF RE Appointment Scheduling for Migration Counties batch job. Make 'CalWORKs/CalFresh: RE Appointment Not Scheduled' Task Automated Action available for C-IV Counties.

Recommendation:

1. Opt C-IV Counties into the CW/CF RE Appointment Scheduling For Migration Counties batch job. Opt selected CalWIN counties out of the CW/CF RE Appointment Scheduling for Migration Counties batch job.
2. Make 'CalWORKs/CalFresh: RE Appointment Not Scheduled' Task Automated Action available for C-IV Counties.

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 635

Automated Test :	0	Batch/Interfaces :	230	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	125	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	197	Security :	0
				Tech Arch :	48

Tech ForgeRock : 0 Tech Ops : 0 Training : 0
 Translation : 0

Content Revision Status-1: Accepted

Content Revision Description-1:

1. Recommendation Change:
 Before:
 - B&I - Orange - Opt into batch job
 - B&I - No recommendation to modify appointment types being checked before attempting to schedule an appointment
 - Task - no update to Automated Task Action
 - No Client Correspondence Recommendations
 After:
 - B&I - Orange - Opt out of batch job
 - B&I - Batch job checks for an existing appointment of all appointment types that populate appointment letters
 - Task - update "Run Date" field for Automated Task Action
 - Added Client Correspondence Recommendation 2.3 to update GEN 102 population in MIG County Packets
2. Estimate Change:
 Before:
 Batch & Interfaces (total) - 190
 Batch ETC 1 - 162
 Batch ETC 2 - 28
 Client Correspondence - 0
 System Test - 132
 After:
 Batch & Interfaces (total) - 230
 Batch ETC 1 - 192
 Batch ETC 2 - 38
 Client Correspondence - 125
 System Test - 197
3. Release Change:
 N/A
4. Funding Source Change:
 N/A

Content Revision Status-2: Pending CCB

Content Revision Description-2:

1. Recommendation Change:
 Before:
 - B&I - El Dorado - Opt out of batch job with default appointment durations
 After:
 - B&I - El Dorado - Opt into batch job with update in appointment duration
2. Estimate Change:
 Before:
 Batch & Interfaces (total) - 230
 Batch ETC 1 - 192
 Batch ETC 2 - 38
 System Test - 197
 After:
 Batch & Interfaces (total) - 239
 Batch ETC 1 - 201
 Batch ETC 2 - 38
 System Test - 199
3. Release Change:
 Before:
 After:
4. Funding Source Change:



[CA-247243] CalWIN Wave 4 - Select Aid Codes for CalWIN wave 4 positions.

Team Responsible:	Online	Assignee:	Jalagari Paul	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	15
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/28/2022 04:38 PM
Status:	Approved	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Non Committee Approval for technical change by Dymas Pena 07/06/2022

Expedite Approval:
Current Design: For CalWIN Wave 4 counties, when the Position have a 'CalWORKS' or 'Medi-Cal' program is selected there's no Aid-Codes that is selected on the Position Detail page.

Request: For Positions that belongs to CalWIN Wave 4 counties, have the Aid Codes of 'All' be selected on the Position Detail page when CalWORKs or Medi-Cal program is selected.

Recommendation:
1. For Positions that belongs to CalWIN Wave 4 counties, with CalWORKS or Medi-Cal program checked off, the Aid Codes value of 'All' will be checked off on the Position Detail page.
A) 'Aid-Codes - Medi-Cal' block will have 'All' checked off when the 'Medi-Cal' program is checked off on the 'Program(s) block of the Position Detail page.
B) 'Aid-Codes - CalWORKs' block will have 'All' checked off when the 'CalWORKs' program is checked off on the 'Program(s) block of the Position Detail page.

There is no design document for this SCR.

Outreach

Description:
Alternative Procedure None

Description:
Operational Impact:
Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	7	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	8	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

Content Revision Status-1: Pending CCB

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.03
After: TBD

SCR is no longer needed since adding Aid code is part of county prep activity. Will update the status to Reject status once Content Revision is approved.

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

[CA-250230] Task Management - Sibling Task Assignment

Team Responsible:	Online	Assignee:	William Truong	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	1020
Reporter:	Sarah Rich	Regulation Reference:		Created:	09/14/2022 11:41 AM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[CFP/WBT, Job Aid]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Task Management]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	11/28/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Expedited Build Approval per Karen J. Rapponotti 11/29/2022.

Current Design:

CalSAWS Task Management functionality provides various configuration options for assignment of automated Tasks. These options include routing of Tasks to the program worker or to a Task Bank. The CalSAWS System also includes Task bundling functionality which will include additional Tasks associated to the same Case during a Task Reassignment action.

The CalSAWS System does not include Task assignment processing to route a new Task based on a Worker who may already hold one or more "sibling" Tasks for the same Case.

Request:

Introduce "sibling" Task assignment as a configuration option for automated Tasks in the CalSAWS System. This processing will evaluate Tasks which already exist for the Case and attempt to route new Tasks based on existing Task assignments.

Recommendation:

1. Add "sibling" Task assignment logic which will attempt to automatically assign a new task to a Worker who is already assigned an existing task for the same Case.
2. Update the Automated Action Detail page to include the option to turn on, or off, the Sibling Assignment functionality.
3. Update the Document Routing Rule Program Detail page to include the option to turn on, or off, the Sibling Assignment functionality.
4. Update the MEDS Alert Admin Detail page to include the option to turn on, or off, the Sibling Assignment functionality.
5. Update Task Upload templates to include the option to turn on, or off, the Sibling Assignment functionality.
6. Update the Worker Suggestions page to display a suggested worker based on Sibling Task Assignment logic.

Outreach

Description:

Alternative

None.

Procedure

Description:

Operational Impact:

Estimate:

1020

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	678	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	252	Tech Arch :	0

Tech ForgeRock : 0 Tech Ops : 0 Training : 0
Translation : 0

Content Revision Status-1: Accepted

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

2. Estimate Change:
Before: Online ETC 2 = 237
After: Online ETC 2 = 287

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

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

Content Revision Status-2: Pending CCB

Content Revision Description-2: 1. Recommendation Change:
2.6.3 Description of Changes
Before: 1. Summary
a. Sibling Assignment - The Sibling Assignment attribute for the row.
After: 1. Summary

a. Sibling Assignment - The Sibling Assignment attribute for the row. This column will either display a 'Yes' or be blank. Blank will display if anything other than a 'Yes' is entered into the Sibling Assignment column of the uploaded template.

2.8 Task Upload: Preview Processing
Before: Included Error Message when the column data was anything other than 'Yes' or 'Blank'.
After: Values in the column other than 'Yes' or 'Blank' will be processed as 'Blank'.

2. Estimate Change:
Before: N/A
After: N/A

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

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

Content Revision Status-3:

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:

 **[CA-250737] Add additional NOAs for Negative Actions (Phase 2)**

Team Responsible:	Client Correspondence	Assignee:	Nisarga Nagarathnaraj	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Maria Jensen	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	2213
Reporter:	Maria Jensen	Regulation Reference:	Correspondence	Created:	09/28/2022 06:05 PM
Status:	System Test	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[Job Aid, Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	CalHEERS
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CR 35243
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 09/27/2022

Current Design: Currently not all Negative Action Reasons in CalSAWS generate Denial/Discontinuance NOAs. SCR CA-235011 was split to meet capacity, and will only implement some of the reasons:
 -'Written Withdrawal' - Non-MAGI and MAGI Medi-Cal Denial added;
 -'Calif. Residence' - Non-MAGI Change, Denial & Discontinuance added; MAGI Change added; MAGI Denial updated;
 -'Failed to Complete Determination' - Non-MAGI Denial, Discontinuance updated.

Request: Add remaining NOAs for Medi-Cal and CalWORKs for Negative Actions that require noticing.

Recommendation: Add existing State verbiage into the system for the applicable Negative Actions. Use existing CalSAWS or C-IV verbiage where possible, for the remaining applicable Negative Actions.

- List of reasons to be Added:
- 'Child Applied for Self' for MC, CW
 - 'Edwards Failure to Cooperate' for MC
 - SSA/SSI Denied' for MC
 - 'Deceased' for MC
 - 'On Aid Another Case' for CW

Reason to be Updated: 'Failed to Complete Determination' for MC

Outreach

Description:
Alternative Procedure N/A

Description:
Operational Impact:
Estimate: 2213

Automated Test :	120	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	260
Client Correspondence :	1127	Conversion :	0	DBA :	0
Design :	280	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0

Online :	0	Performance :	0	Release Communication Support :	105
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	227	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change:
Before:
After: Attachment Added: 'CA-250737 Add additional NOAs for Negative Actions (Phase 2) - Content Revision.docx'
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-4:

 **[CA-253192] Support SCR to provide responses to Consortia queries**

Team Responsible:	Batch/Interfaces	Assignee:	Balakumar Murthy	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	1000
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	11/29/2022 05:12 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Karen J. Rapponotti	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Karen J. Rapponotti on 11/30/2022

Expedite Approval:
Current Design: This SCR is to handle all the support activities to respond to consortium queries, running DCRs and other extended support.

Request: Support and rectify any data issue/s creates in CalSAWS and perform data cleanup in CalSAWS system due to inbound file issues from partners. This SCR is used to charge time for release regression testing activities.

Recommendation: N/A

Outreach Description:
Alternative Procedure Description: N/A.
Operational Impact:
Estimate: **1000**

Automated Test :	0	Batch/Interfaces :	150	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	50	CalHEERS Test :	0
Client Correspondence :	150	Conversion :	0	DBA :	0
Design :	0	Eligibility :	150	Fiscal :	150
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	100	Performance :	0	Release Communication	0
Reports :	150	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	100	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change: N/A
2. Estimate Change: ST test support hours for each baseline release was 360.
 Before:
 System Test Support ETC 1: 100
 System Test Support ETC Total: 100
 After:
 System Test Support ETC 1: 360
 System Test Support ETC Total: 360

- 3. Release Change: N/A
- 4. Funding Source Change: N/A

**Content Revision
Status-2:**

**Content Revision
Description-2:**

- 1. Recommendation Change:
Before:
After:

- 2. Estimate Change:
Before:
After:

- 3. Release Change:
Before:
After:

- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

- 1. Recommendation Change:
Before:
After:

- 2. Estimate Change:
Before:
After:

- 3. Release Change:
Before:
After:

- 4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

- 1. Recommendation Change:
Before:
After:

- 2. Estimate Change:
Before:
After:

- 3. Release Change:
Before:
After:

- 4. Funding Source Change:
Before:
After:



[CA-207127] DDID 2215 - Update the Appointment Management solution to include "snooze" functionality

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Farhat Ulain	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	890
Reporter:	Lynnel Silva	Regulation Reference:		Created:	03/15/2019 10:02 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Erick Arreola	Training Impacted:	[Job Aid, Online Help]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	Application Development and Test
Consortium Review Approval:	Erick Arreola 9/7/21	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	09/07/2021				

Non-Committee

Review:
Expedite Approval:
Current Design:

In the CalSAWS system, when a Reception Log record is created and the worker is notified, there is no other way to remind the worker that the Customer is waiting in the lobby to be seen.

Request:

Add a Snooze functionality in the Reception Log and in the Message Center that will remind the worker about a customer who is waiting in the lobby to be seen. Additionally, the Snooze functionality will allow the worker to specify the reason for the delay.

Recommendation:

1. Add Snooze functionality in the Reception Log Detail page and in the Message Center.
2. Add a Snooze column to the Visit Purpose List page.
3. Add a Snooze field to the Visit Purpose Detail page.

Outreach

Description:

Alternative

N/A - CalSAWS DD&I Requirement

Procedure

Description:

Operational Impact:

Estimate: **890**

Automated Test :	0	Batch/Interfaces :	75	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	457	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	206	Tech Arch :	152
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision

Accepted

Status-1:

Content Revision

Before (Section 2.2.3)

Description-1:

1. Add a Snooze Minutes field to the Visit Purpose Detail page as displayed in Figure 2.2.2-1.
 - a. A text box will be displayed below the Snooze Minutes field to configure the Snooze Minutes per Visit Purpose. This field will only contain whole numbers.

Note: CalSAWS does not allow more than 3 digits, negative numbers and zero(s) to be entered in the Minutes field. This field will follow the same logic.

2. Snooze Minutes will not exceed the number of minutes that is entered for either of the Threshold Type.
a. A validation will be displayed:

Snooze Minutes - Cannot exceed the Threshold Type Minutes.

b. If the Threshold Type does not have Minutes assigned, it will not be considered for the validation trigger.

Note: A message notification that appears in the Message Center will be snoozed for the number of minutes that is configured in the Visit Purpose Detail page.

After: 1. Add a Snooze field with a checkbox to the Visit Purpose Detail page as displayed in Figure 2.2.2-1.

a. Clicking on Snooze checkbox, a text box will be displayed in front of the Snooze field to configure the Snooze Minutes per Visit Purpose. This field will only contain whole numbers.

i. Snooze Minutes will not exceed the number of minutes that is entered for either of the Threshold Type.

ii. A validation will be displayed:

Snooze Minutes - Cannot exceed the Threshold Type Minutes.

iii. If the Threshold Type does not have Minutes assigned, it will not be considered for the validation trigger.

b. Clicking on Snooze checkbox, a 'Snooze Reason' section will be displayed below as displayed in the 2.2.2-1.

i. It will be required field. A validation will be displayed:

Snooze Reason – Field is required. Please enter a value.

ii. Upon entering the snooze reason and clicking on 'Add' button, user will be able to configure the snooze reason.

iii. Maximum character limit for the text box will be 100 characters.

iv. User will be able to configure more than one snooze reason per Visit Purpose.

c. Add a Default column in the Snooze Reason section as displayed in the figure 2.2.2.1.

i. User will be able to select a snooze reason in the Default column to be defaulted in the Snooze Reason dropdown that appears in the Message Center and in the Reception Log Detail page.

ii. Default will be a required field. A validation will be displayed:

Default – Select a reason.

iii. User will not be able to remove the defaulted reason. A validation will be displayed:

Default – Defaulted Snooze Reason cannot be removed.

iv. The Default column will display 'Yes' in view mode for the selected reason. This column will be blank if the reason is not selected to be default.

Note: If the user unchecks the Snooze option, Snooze Minutes field along with the text box and the Snooze Reason section will disappear.

A message notification that appears in the Message Center will be snoozed for the number of minutes that is configured in the Visit Purpose Detail page.

The Snooze Reason dropdown that appears in the Message Center and in the Reception Log Detail page will display the reasons that is configured in the Visit Purpose Detail page in alphabetical order.

CalSAWS does not allow more than 3 digits, negative and non-zero numbers to be entered in the Minutes field. Snooze 'Minutes' field will follow the same logic.

Before: (Section 2.3.3)

1. Add a Snooze icon to the Reception Log Detail page as displayed in the Figure 2.3.2-1.

a. Snooze Icon:

b. Upon clicking on the Snooze icon, a Snooze Reason field with a text box will be displayed.

c. User will be able to enter a snooze reason in the text box for snoozing the appointment.

i. The text box will be a required field.

ii. Maximum character limit for the text box will be 100 characters.

iii. This field will display the remaining character count underneath.

d. Upon entering the Snooze Reason and saving the record, the appointment will be snoozed for the number of minutes that is configured in the Visit Purpose Detail page for a Visit Purpose.

2. Update Status column label to be Visit Status as displayed in the Figure 2.3.2-1/2.3.2-2.

a. Add a Snooze Reason column in the tooltip of Visit Status column.

b. The Snooze Reason text will be displayed in the Snooze Reason column in the Visit Status tooltip as displayed in Figure 2.3.2-2.

c. The Snooze Reason column will be dynamic and will only be displayed when an appointment is snoozed and the snooze reason is entered by the user.

d. When the appointment is snoozed, the 'Snoozed' status will be displayed in the Status column of the tooltip.

i. The Snoozed status will be mapped with "Customer Status – Waiting To Be Seen".

3. The Snooze icon will only be displayed for the appointments that are configured for the Snooze in the Visit Purpose Detail page.
4. The Snooze icon will only be displayed when the Visit Status is 'Worker Notified', 'Worker Acknowledged', and 'Snoozed'.

Note: The Message Center notification for the appointment will re-appear when the number of Snooze minutes is over. If the user snoozes multiple times, prior to the previous Snooze Minutes completing, a new Snooze time will be set on the appointment and the previous Snooze time will be discarded.

After:

1. Add a Snooze icon to the Reception Log Detail page as displayed in the Figure 2.3.2-1.
 - a. Snooze Icon:
 - b. The Snooze icon will only be displayed for the appointments that are configured for the Snooze in the Visit Purpose Detail page.
 - c. The Snooze icon will only be displayed when the Visit Status is 'Worker Notified', 'Worker Acknowledged', and 'Snoozed'.
 - d. Upon clicking on the Snooze icon, a Snooze Reason field with a dropdown will be displayed.

Note: If user clicks on another icon on the page, Snooze Reason dropdown will disappear.
 - e. Upon selecting the Snooze Reason and saving the record, the appointment will be snoozed for the number of minutes that is configured in the Visit Purpose Detail page for a Visit Purpose.
 - i. The Snooze Reason dropdown will be a required field.
 2. Update Status column label to be Visit Status as displayed in the Figure 2.3.2-1/2.3.2-2.
 3. Add a Snooze Reason column in the tooltip of Visit Status column.
 - a. The Snooze Reason text will be displayed in the Snooze Reason column in the Visit Status tooltip as displayed in Figure 2.3.2-2.
 - b. The Snooze Reason column will be dynamic and will only be displayed when an appointment is snoozed and the snooze reason is selected by the user.
 - c. When the appointment is snoozed, the 'Snoozed' status will be displayed in the Status column of the tooltip.
 - i. The Snoozed status will be mapped with "Customer Status – Waiting To Be Seen".

Note: The Message Center notification for the appointment will re-appear when the number of Snooze minutes is over. If the user snoozes multiple times, prior to the previous Snooze Minutes completing, a new Snooze time will be set on the appointment and the previous Snooze time will be discarded and the most recent snooze reason will be sent out with the escalation email.

Snooze Reason dropdown will display the reasons that is configured in the Visit Purpose Detail page in alphabetical order.

A reason will be defaulted in the Snooze Reason dropdown that is selected in the Default column in the Visit Purpose Detail page.

Before: (Section 2.4.3)

1. Update Message Center header to add Snoozed field next to the Message field as displayed in Figure 2.4.2-1.
 - a. The Snoozed field will be dynamic and will only be displayed when a notification has been snoozed.
2. Add a Snooze icon in the Message Center as displayed in figure 2.4.2-1
 - a. Upon clicking on the Snooze icon, a Snooze Reason field with a text box and a Snooze button will be displayed underneath.
 - b. Users will be able to enter a reason in the text box for snoozing the appointment.
 - i. The text box will be a required field.
 - ii. Maximum character limit for the text box will be 100 characters.
 - iii. This field will display the remaining character count underneath.
 - c. Upon entering the Snooze Reason and clicking on the Snooze button, the appointment will be snoozed for the number of minutes that is configured in the Visit Purpose Detail page for the appointment type.
 - i. A notification will re-appear when the number of Snooze Minutes is over for the appointment.
3. The Snooze icon will only be displayed for the appointments that are configured for Snooze in the Visit Purpose Detail page.
4. The Snooze icon will only be displayed when the Visit Status is set to 'Worker Notified', Worker Acknowledged', and 'Snoozed'.
5. The number of snoozes and the most recent Snooze Reason text will be sent with both levels of thresholds/ escalation emails.

a. Add the 'Number of Snoozes' and the 'Last Snooze Reason' to the body of the existing threshold/escalation email.

Body of the escalation email:

Waiting Time is over the {First/Second} threshold limit

Time Waited: {Minutes the appointment is past due}

Visit Purpose: {Purpose of the visit}

Number Assigned: {Assigned Number}

Case Number: {Case Number}

Number of Snoozes: {Number of times the user has snoozed the appointment}

Last Snooze Reason: {Most recent snooze reason entered by the user}

Note: Users will be able to Snooze an appointment more than once.

After:

1. Add a Snooze icon in the Message Center as displayed in the figure 2.4.2-1

a. Upon clicking on the Snooze icon, a Snooze Reason field with a dropdown and a Snooze button will be displayed underneath.

Note: If clicking on another icon on the page, Snooze Reason dropdown will disappear.

b. Upon selecting the Snooze Reason and clicking on the Snooze button, the appointment will be snoozed and disappear for the number of minutes that is configured in the Visit Purpose Detail page for the appointment type.

i. A notification will re-appear when the number of Snooze Minutes is over for the appointment.

ii. The Snooze Reason dropdown will be a required field.

2. The Snooze icon will only be displayed for the appointments that are configured for Snooze in the Visit Purpose Detail page.

3. The Snooze icon will only be displayed when the Visit Status is set to 'Worker Notified', 'Worker Acknowledged', and 'Snoozed'.

4. The number of snoozes and the most recent Snooze reason will be sent with both levels of thresholds/escalation emails.

a. Add the 'Number of Snoozes' and the 'Last Snooze Reason' to the body of the existing threshold/escalation email.

Body of the escalation email:

Waiting Time is over the {First/Second} threshold limit

Time Waited: {Minutes the appointment is past due}

Visit Purpose: {Purpose of the visit}

Number Assigned: {Assigned Number}

Case Number: {Case Number}

Number of Snoozes: {Number of times the user has snoozed the appointment}

Last Snooze Reason: {Most recent snooze reason entered by the user}

Note: Users will be able to Snooze an appointment more than once.

Snooze Reason dropdown will display the reasons that is configured in the Visit Purpose Detail page in alphabetical order.

A reason will be defaulted in the Snooze Reason dropdown that is selected in the Default column in the Visit Purpose Detail page.

Section 2.5 and 2.6 are newly added sections.

Pending CCB

**Content Revision
Status-2:**

**Content Revision
Description-2:**

Before: 23.05

After: 23.07

**Content Revision
Status-3:**

**Content Revision
Description-3:**

**Content Revision
Status-4:**

**Content Revision
Description-4:**



[CA-218044] Update CF SAR 7 Sweep to Run in Targeted Program Mode for CF and NB

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	144
Reporter:	Peterson Etienne [X]	Regulation Reference:		Created:	07/20/2020 05:40 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh, GA/GR]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Caroline Bui on 12/8/2022

Expedite Approval:

Current Design:

The Find Discontinue SAR7 sweep job (PB00E140) triggers Batch EDBC in All Program mode. This can cause CalFresh (CF) EDBC to skip when running EDBC on other programs.

Request:

Update Find Discontinue SAR7 sweep job to run on Targeted Program mode for CF and NB programs only when the SAR7 is due for CF program only.

Recommendation:

Update Find Discontinue SAR7 sweep job to run on Targeted Program mode for CF and NB programs only when the SAR7 is due for CF program only.

There will be no change to the scenario that the SAR 7 is due for both CW and CF or other scenario that the SAR7 is not due for CF program only. PB00E140 will still trigger EDBC in All Program mode for other scenarios.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: 144

Users review Skipped cases and take action on CF cases Manually.

Automated Test :	0	Batch/Interfaces :	83	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	
Special Project :	0	System Test Support :	46	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

Content Revision Status-1: Pending CCB

Content Revision

Description-1:

1. Release Change:
Before: 23.05
After: 23.07



[CA-222353] Add BRM for the Forms

Team Responsible:	Client Correspondence	Assignee:	Sahithi Pabba	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Phong Xiong	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	478
Reporter:	Harish Katragadda [X]	Regulation Reference:		Created:	12/03/2020 07:48 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Caroline Bui on 10/7/2021

Expedite Approval:

Current Design: Forms listed are added to CalSAWS system and currently don't have BRM.

1. CF 6177
2. CF 101
3. GEN 111
4. CW 789
5. CF 100
6. MC 4604
7. MC 4605
8. CSF 170
9. GEN 201
10. CF 377.7C
11. CF 377.7E1
12. DFA 377.7G

Request: Add BRM for the following forms

1. CF 6177
2. CF 101
3. GEN 111
4. CW 789
5. CF 100
6. MC 4604
7. MC 4605
8. CSF 170
9. GEN 201
10. CF 377.7C
11. CF 377.7E1
12. DFA 377.7G

Recommendation:

1. Add BRM for the forms listed
 - a) CF 6177
 - b) CF 101
 - c) GEN 111
 - d) CF 100
 - e) MC 4604
 - f) MC 4605
2. Populate the Business Reply Address (BRM) for the county the form generates.
3. Add "On the back of this sheet is the address for returning your form." verbiage to the following forms:
 - a) CW 789

- b) CSF 170
- c) GEN 201
- 4. DCR to update the Envelope Type to 'Returned Pre-Paid Envelope' for the forms listed in Recommendation 1.
- 5. Add a coversheet and BRM for the following forms:
 - a) CF 377.7C
 - b) CF 377.7E1
 - c) DFA 377.7G

Outreach

Description:

Alternative Procedure NA

Description:

Operational Impact:

Estimate: 478

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	310	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	168	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision

Accepted

Status-1:

Content Revision

1. Current Design Change:

Description-1:

Before:

Forms listed are added to CalSAWS system and currently don't have BRM.

1. CF 6177
2. CF 101
3. GEN 111
4. CW 789
5. CF 100
6. MC 4604, MC 4605
7. CSF 170
8. CSF 144
9. GEN 201
10. CF 377.7C
11. CF 377.7E1
12. DFA 377.7G

After:

Remove CSF 144 from the list.
Separate MC 4604 and MC 4605.

Requirement Change:

Before:

Add BRM for the following forms

1. CF 6177
2. CF 101
3. GEN 111
4. CW 789
5. CF 100
6. MC 4604, MC 4605
7. CSF 170
8. CSF 144
9. GEN 201

- 10. CF 377.7C
- 11. CF 377.7E1
- 12. DFA 377.7G

After:

Remove CSF 144 from the list.
Separate MC 4604 and MC 4605.

Recommendation Change:

Before:

Add BRM for the forms listed

- 1. CF 6177
- 2. CF 101
- 3. GEN 111
- 4. CW 789
- 5. CF 100
- 6. MC 4604, MC 4605
- 7. CSF 170
- 8. CSF 144
- 9. GEN 201

Populate the Business Reply Address (BRM) for the county the form generates.

After:

1. Add BRM for the forms listed

- a) CF 6177
- b) CF 101
- c) GEN 111
- d) CW 789
- e) CF 100
- f) MC 4604
- g) MC 4605
- h) CSF 170
- i) GEN 201

2. Populate the Business Reply Address (BRM) for the county the form generates.

3. Add "On the back of this sheet is the address for returning your form." verbiage to the following forms:

- a) CW 789
- b) CSF 170
- c) GEN 201

4. DCR to update the Envelope Type to 'Returned Pre-Paid Envelope' for the forms listed in Recommendation 1.

Assumption: The historical records of the forms listed in Recommendation 1 cannot be reprinted centrally; otherwise, the central print batch will error out.

2. Estimate Change:

Before:

Client Correspondence ETC 1: 200

System Test Support ETC 1: 60

After:

Client Correspondence ETC 1: 310

System Test Support ETC 1: 125

3. Release Change:

Before: 23.05

After: 23.03

Accepted

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

This is a Jira SCR only (No Design Doc required) - Approval is based on the Jira Recommendation provided below.

1. Add BRM for the forms listed

- a) CF 6177
- b) CF 101
- c) GEN 111

- d) CW 789
 - e) CF 100
 - f) MC 4604
 - g) MC 4605
 - h) CSF 170
 - i) GEN 201
2. Populate the Business Reply Address (BRM) for the county the form generates.
 3. Add "On the back of this sheet is the address for returning your form." verbiage to the following forms:
 - a) CW 789
 - b) CSF 170
 - c) GEN 201
 4. DCR to update the Envelope Type to 'Returned Pre-Paid Envelope' for the forms listed in Recommendation 1. Assumption: The historical records of the forms listed in Recommendation 1 cannot be reprinted centrally; otherwise, the central print batch will error out.

After:

Remove note (*).

Recommendation 1 - Remove CW 789, CSF 170, and GEN 201 from list.

Remove Assumption.

Add Recommendation 5 -

"Add a coversheet and BRM for the following forms:

- a) CF 377.7C
- b) CF 377.7E1
- c) DFA 377.7G"

Adding Design Document and PDF Mockups attachments.

2. Estimate Change:

Before: System Test ETC 1- 125 hours

After: System Test ETC 1 - 168 hours

3. Release Change:

Before: 23.03

After: 23.05

Pending CCB

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Remove recommendation 3, add CW 789, CSF 170, and GEN 201 to last recommendation.

2. Estimate Change: Additional hours required after redesign and content revision 2.

Before: Client Correspondence ETC1 - 310 hours

System Test ETC 1 - 168 hours

After: Client Correspondence ETC1 - 484 hours

System Test ETC 1 - 236 hours

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-239483] Add CalWIN counties into Interface batch property - wave 4

Team Responsible:	Batch/Interfaces	Assignee:	Gabriellia Venegas-Johnson	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Enhancement
Minor Version:	23.06.XX	Expedite Changes:	No	Estimate:	263
Reporter:	Howard Suksanti	Regulation Reference:		Created:	01/13/2022 01:25 PM
Status:	Approved	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Carlos Zepeda	Training Impacted:	[Job Aid]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 1/10/2023

Expedite Approval:
Current Design: CalSAWS Interface batch jobs do not run for CalWIN Counties.

Request: Update CalSAWS Interface batch jobs to run for CalWIN County wave 4 (San Diego, San Mateo, Santa Cruz, Solano).

Recommendation: Add San Diego, San Mateo, Santa Cruz, Solano counties into the following Interfaces. BSCR will be created to turn on San Diego, San Mateo, Santa Cruz, Solano counties on the following Interfaces.

1. Asset verification - (Verify assets for Aged, Blind and Disabled (ABD) applicants/beneficiaries)
2. CalOAR (Performance Measures, Reporting, and Updates)
3. CCSAS (California Child Support Automated System)
4. CMIPS (Case Management, Information and Payroll System II)
5. IEVS - Applicant
6. IEVS - FF
7. IEVS - IFD 440
8. IEVS - IFDS Earnings Match
9. IEVS - NHR New Hire
10. IEVS - NPM
11. IEVS - PVS Payment Verification System
12. Outbound IEVS (Income Eligibility Verification System)
13. MEDS (Medi-Cal Eligibility Data System)
14. NPP (Non Payment of Premium)
15. QCIS (Quality Control Information System)
16. Systematic Alien Verification for Entitlement (Save)
17. WDTIP (Welfare Data Tracking Implementation Project - time limit)
18. Outbound Call - Reminder that a recipient has an upcoming appointment, in 3 business days. (POXXM300)
19. Outbound Call - Call recipients who have had a NA 960X SAR form generated for their program, indicating their SAR 7 has not been returned. (POXXM302)
20. Outbound Call - Call recipients who have had a M40-181C SAR form generated for their program, indicating their Balderas form has not been returned. (POXXM304)
21. Outbound Call (email) - Batch job sends an email to the primary applicants of active and pending cases to warn participants about EBT Scams (PO00C1131)

The following Interface will be for San Mateo and Santa Cruz counties only
1. CDMIS (Child Development Management Information System)

The following Interface will be for Solano County only
1. CMSP (County Medical Services Program)

Create BSCR for School Lunch Interface batch jobs for San Mateo, Santa Cruz, Solano Counties.

San Diego opted out from School Lunch Interface.

Assumption:

1. PO00C436 (Batch job sends an email to participants that have a correspondence to view on BenefitsCal) is already setup to run for all CalWIN Counties.
2. CRFI # 21-038 is the CRFI that gather information on CDMIS Interface.
3. Yolo, Sonoma and Solano are the only 3 CalWIN Counties that will have CMSP Interface.

Notes:

1. This SCR will create necessary folders in the Servers (lower environments and production environment)
2. WDTIPApproachingClocksReportReader, WDTIPExceedingClocksReportReader will be turned on for CalWIN Counties. The WDTIP Inbound jobs will be schedule on the same calendar as current C-IV batch jobs.
 - 2.1 On WDTIP Exceeding Clocks (RP02), the Inbound FTP job will be turned on to archive the inbound file. The WDTIPExceedingClocksReader job (PIXXE813) will not be turned on (Please find more detail on CA-254676)
3. The SCR will include the monthly MEDS AP 18 at redetermination period.
4. Inbound & Outbound jobs File Transfer Protocol (FTP) credential updates are not part of this SCR.

Outreach

Description:

Alternative

N/A.

Procedure

Description:

Operational Impact:

Estimate:

263

Automated Test :	0	Batch/Interfaces :	138	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	100	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision

Pending CCB

Status-1:

Content Revision

1. Release Change:

Description-1:

Before: 23.05

After: RWR

Content Revision

Status-2:

Content Revision

1. Recommendation Change:

Description-2:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

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

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

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

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-247244] CalWIN Wave 5 - Select Aid Codes for CalWIN wave 5 positions.

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	N/A
Fix Version/s:	[23.06]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	15
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/28/2022 04:42 PM
Status:	Approved	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Non Committee Approval for technical change by Dymas Pena 07/06/2022

Expedite Approval:
Current Design: For CalWIN Wave 5 counties, when the Position have a 'CalWORKS' or 'Medi-Cal' program is selected there's no Aid-Codes that is selected on the Position Detail page.

Request: For Positions that belongs to CalWIN Wave 5 counties, have the Aid Codes of 'All' be selected on the Position Detail page when CalWORKs or Medi-Cal program is selected.

Recommendation:

- For Positions that belongs to CalWIN Wave 5 counties, with CalWORKS or Medi-Cal program checked off, the Aid Codes value of 'All' will be checked off on the Position Detail page.
 - 'Aid-Codes - Medi-Cal' block will have 'All' checked off when the 'Medi-Cal' program is checked off on the 'Program(s) block of the Position Detail page.
 - 'Aid-Codes - CalWORKs' block will have 'All' checked off when the 'CalWORKs' program is checked off on the 'Program(s) block of the Position Detail page.

There is no design document for this SCR.

Outreach

Description:
Alternative Procedure None

Description:
Operational Impact:
Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	7	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	8	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.06
After: TBD

SCR is no longer needed since adding Aid code is part of county prep activity. Will update the status to Reject status once Content Revision is approved.

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:



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

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Thomas Lazio	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	1170
Reporter:	Ted Anderson [X]	Regulation Reference:	EAS 40-105.4, ACL 97-70, 11-57, 13-51, 14-98	Created:	01/19/2018 11:43 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	07/29/2020	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design:

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

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

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

Request:

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

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

Recommendation:

1. Impose 'FTP-Immunization' MAP reduction penalty in the amount of the biological/adoptive parent(s) or caretaker relative exerting parental control that are receiving aid.
2. Update CW EDBC to not Deny (Intake) or Discontinue (Ongoing) CW persons when the immunization record has a status of 'Refused'.
3. Impose 'FTP-Immunization' MAP reduction penalty within the established timeframe of 30 to 45 days while Immunization records remain pending or refused.
4. Update trigger of the existing CalWORKs no school/ immunization verification NOA.
5. Add CW 2209- IMMUNIZATION GOOD CAUSE REQUEST FORM to the Template Repository for LRS/ CalSAWS.

Outreach Description:

Alternative Procedure Override EDBC

Description:

Operational Impact:

Estimate: 1170

Automated Test :	120	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	191	Conversion :	0	DBA :	0
Design :	0	Eligibility :	485	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	269	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Accepted

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

2. Estimate Change: N/A

3. Release Change:
Before: 22.11
After: 23.03

4. Funding Source Change: N/A

Content Revision Status-2: Accepted

Content Revision Description-2: Content Revision-6:
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.03
After: 23.07

4. Funding Source Change: N/A

Content Revision Status-3: Accepted

Content Revision Description-3: Content Revision-7:
1. Recommendation Change: Added more languages to section 2.4.1 and updated supporting documents in Section 3.
Adding PDF Mockups for new languages.

2. Estimate Change: N/A

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision Status-4: Pending CCB

Content Revision Description-4: Content Revision-8:
1. Recommendation Change:
Add recommendation 6, "Append the CW 2209 to the CalWORKs No School/Immunization Verification NOA when it is generated."

Updates in design document to Assumptions and section 2.3.2.
Updated section 2.3 to include the threshold languages to be updated.

2. Estimate Change:

Before: Client Correspondence ETC 3 - 49 hours

System Test ETC 1 - 269 hours

Unallocated Hours - 105 hours

After: Client Correspondence ETC 3 - 87 hours

System Test ETC 1 - 278 hours

Unallocated Hours - 110 hours



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

Team Responsible:	Client Correspondence	Assignee:	Nithin Samineni	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Maria Jensen	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	282
Reporter:	Carlos Camarena	Regulation Reference:	ACWDL 18-17 and 17-25: Add MC 604 MDV Doctor's Verification to Template Repository	Created:	07/20/2018 04:01 PM
Status:	In Development	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:	Virginia Bernal	Approved by Committee:	09/16/2021	Other Agency Cross Reference:	
Consortium Review Approval Date:	08/19/2021				
Non-Committee Review:					
Expedite Approval:					
Current Design:	The form MC 604 MDV Doctor's Verification for Home and Community Based Services Under Spousal Impoverishment Provisions was released previously in All County Welfare Directors Letter (ACWDL) 17-25, in English language only. The MC 604 MDV form currently does not exist in the CalSAWS System.				
Request:	ACWDL 18-17 provides threshold language translations of the MC 604 MDV Doctor's Verification for Home and Community Based Services Under Spousal Impoverishment Provisions.				
Recommendation:	Add the MC 604 MDV Doctor's Verification in English, and the following CalSAWS Threshold Languages to the Template Repository for all 58 Counties:				
	<ul style="list-style-type: none"> • Arabic • Armenian • Cambodian • Chinese • Farsi • Hmong • Korean • Laotian • Russian • Spanish • Tagalog • Vietnamese 				
Outreach Description:					
Alternative Procedure Description:	Generate form from State website.				
Operational Impact:					
Estimate:	282				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0

BenefitsCal :	10	CalHEERS :	0	CalHEERS Test :	80
Client Correspondence :	166	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	5	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	21.0				

Content Revision Status-1:

Accepted

Content Revision Description-1:

1. Recommendation Change:
N/A
2. ETC Change:
N/A
3. Release Change: This SCR is being pushed out to 23.07 due to other priority SCRs and funding.
Before: 23.01
After: 23.07

Content Revision Status-2:

Pending CCB

Content Revision Description-2:

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: Needs to be implemented sooner
Before: 23.07
After: RWR

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change: {Description of Recommendation Change}
Before:
After:
2. ETC Change: {Description of ETC Change}
Before:
After:
3. Release Change: {Description of Release Change}

 **[CA-206907] SOC 453 upload the most current version**

Team Responsible:	Client Correspondence	Assignee:	Sumanth Vydana	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Maria Jensen	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	184
Reporter:	Adelaide Mendoza	Regulation Reference:	ALL COUNTY LETTER NO. 22-12	Created:	02/27/2019 08:26 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CIV-104172
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design:

SOC 453 is currently available in CalSAWS but the form is outdated: SOC 453 (01/18).

Request: Upload and generate most current version for SOC 453, per CDSS request.

Recommendation: 1. Provide and generate the most current form version for form SOC 453.

Note: Threshold Language versions will be added with CA-232403.

Outreach

Description: Workers are to continue using existing SOC 453
Alternative Procedure

Description:
Operational Impact:
Estimate: **184**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	119	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	64	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	1.0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change:
 Before:

After:

3. Release Change:

Before: 23.07

After: 23.05

4. Funding Source Change:

Before:

After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:

Before:

After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-216131] Prevent Granting MSP QI-1 for Individuals Eligible to Full Scope Medi-Cal without a SOC/Premium

Team Responsible:	CalHEERS	Assignee:	Harish Nagendraprasad	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Renee Gustafson	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	No	Estimate:	318
Reporter:	Renee Gustafson	Regulation Reference:	ACWDL 08-21	Created:	05/05/2020 06:41 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Nina Butler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	08/24/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:
Expedite Approval:
Current Design: Currently, CalSAWS does not grant QI-1 if an individual is eligible to Non-MAGI Medi-Cal full scope without a SOC/Premium when the Requested Medi-Cal Type is 'Medi-Cal'; the EDBC will fail the MSP test budget for 'Doesn't Meet Program Req.'.

However, if an individual is in more than one Medi-Cal program block and one of the Requested Medi-Cal Types is 'Medicare Premium Payment Programs', CalSAWS may grant the individual QI-1 in the block with Requested Medi-Cal Type 'Medicare Premium Payment Programs' and Non-MAGI Medi-Cal without SOC/Premium on the other program block.

CalSAWS has a Requested Medi-Cal Type and EDBC Budget Tests referencing Medicare Savings Programs as "Medicare Premium Payment Programs" or "MPPP".

- Request:**
1. Prevent CalSAWS from granting QI-1 irrespective of the Requested Medi-Cal Type if the individual is eligible to full scope Medi-Cal without a SOC or premium.
 2. Update CalSAWS to reference "Medicare Savings Program" or "MSP" instead of "Medicare Premium Payment Programs" or "MPPP" to make it consistent with current DHCS and state guidelines.
 3. Provide the counties with a list of individuals who are Active on QI-1 and full scope Medi-Cal without a SOC/ Premium.

- Recommendation:**
1. Update Medi-Cal EDBC rules to prevent granting QI-1 if an individual is eligible to full scope Medi-Cal (MAGI and Non-MAGI) without SOC or premium.
 2. Provide a list of cases where an individual is Active on both full scope Medi-Cal (MAGI and Non-MAGI) without SOC or premium and QI-1.
 3. Update Requested Medi-Cal Type and EDBC Budget Tests to display MSP instead of MPPP.

Please find the details on above recommendations in the attached design document.

Outreach Description: The list will be posted at the following location:
 CalACES Web Portal>System Changes>SCR and SIR Lists>2023>CA-216131

Alternative Procedure Description: None

Operational Impact:
Estimate: **318**

Automated Test :	17	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	118	CalHEERS Test :	77
Client Correspondence :	76	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0

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

Content Revision Status-1: Accepted

Content Revision Description-1:
 1. Release Change:
 Before: 23.01
 After: 23.07

Content Revision Status-2: Pending CCB

Content Revision Description-2:
 1. Release Change:
 Before: 23.07
 After: 23.05

Content Revision Status-3:

Content Revision Description-3:

Content Revision Status-4:

Content Revision Description-4:



[CA-247245] CalWIN Wave 6 - Select Aid Codes for CalWIN wave 6 positions.

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	N/A
Fix Version/s:	[23.07]	Designer Contact:	Erika Kusnadi	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	No	Estimate:	15
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	06/28/2022 04:46 PM
Status:	Approved	Impact Analysis:	[Data Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Usability]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Non Committee Approval for technical change by Dymas Pena 07/06/2022

Expedite Approval:
Current Design: For CalWIN Wave 6 counties, when the Position have a 'CalWORKS' or 'Medi-Cal' program is selected there's no Aid-Codes that is selected on the Position Detail page.

Request: For Positions that belongs to CalWIN Wave 6 counties, have the Aid Codes of 'All' be selected on the Position Detail page when CalWORKs or Medi-Cal program is selected.

Recommendation:
1. For Positions that belongs to CalWIN Wave 6 counties, with CalWORKS or Medi-Cal program checked off, the Aid Codes value of 'All' will be checked off on the Position Detail page.
A) 'Aid-Codes - Medi-Cal' block will have 'All' checked off when the 'Medi-Cal' program is checked off on the 'Program(s) block of the Position Detail page.
B) 'Aid-Codes - CalWORKs' block will have 'All' checked off when the 'CalWORKs' program is checked off on the 'Program(s) block of the Position Detail page.

There is no design document for this SCR.

Outreach

Description:
Alternative Procedure None

Description:
Operational Impact:
Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	7	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	8	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

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

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: TBD

SCR is no longer needed since adding Aid code is part of county prep activity. Will update the status to Reject status once Content Revision is approved.

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**

**Content Revision
Description-2:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**

**Content Revision
Description-4:**

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

[CA-209492] Refactor: Medi-Cal NOA Regulations and Form Names

Team Responsible:	Client Correspondence	Assignee:	Lianel Richwin	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Maria Jensen	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	2295
Reporter:	Tiffany Huckaby	Regulation Reference:		Created:	07/18/2019 09:03 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	Client Correspondence Addtl hours
Consortium Review Approval:		Approved by Committee:	09/21/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen Rapponotti on 09/22/2022

Current Design: CalSAWS Regulations are currently stored in CT662. MAGI NOA Regulations are stored per aid code for each MAGI NOA fragment. There is not enough columns in CT662 to handle threshold translations of regulations.

CalSAWS Regulations currently are merged in a way that prevents duplicated references. They are also inconsistent when referenced (for example, "CCR" vs "California Code of Regulations").

CalSAWS Form Names that generate on the NOA Templates are inconsistent when referenced (MC323 vs MC 323). Inconsistencies in the Form name can cause it to populate more than once on the bottom of the NOA.

- Request:**
1. MAGI NOA Regulations need to be available in threshold languages.
 2. Medi-Cal NOA Regulations need to be consistent on a NOA.
 3. Medi-Cal NOA Form Names need to be consistent on a NOA.

- Recommendation:**
1. Move the MAGI NOA Regulations to a separate database table that can handle threshold.
 2. Update the MC Regulations with standard references and add merging capabilities. Reformat Regulations section for MC_NOA_TEMPLATE.
 3. Update the MC Form Names that populate on the bottom of the MC NOA Template to be consistent.

Outreach

Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 2295

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	60
Client Correspondence :	1212	Conversion :	0	DBA :	0
Design :	305	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	109
Reports :	0	Reports Test :	0	Security :	0

Special Project :	0	System Test Support :	508	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

Content Revision Status-1: Pending CCB

Content Revision Description-1:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before: 23.09
After: 23.05
4. Funding Source Change:
Before:
After:

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:
2. Estimate Change:
Before:
After:
3. Release Change:
Before:
After:
4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change:
Before:
After:

2. Estimate Change:

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:

End Content Revisions



[CA-254303] Foster Care Yellow Banner Cases - Contra Costa requested PLACEMT_AUTH's AFDC-FC eligibility requirement to be set to Yes

Team Responsible:	Conversion	Assignee:	Sarbjeeet Chana	SPG Status:	N/A
Fix Version/s:	[23.02]	Designer Contact:	Sarbjeeet Chana	Change Type (SCR):	Data Change
Minor Version:	23.02.26	Expedite Changes:	Production Deployment	Estimate:	35
Reporter:	Elizabeth Dessert	Regulation Reference:		Created:	12/22/2022 04:53 PM
Status:	System Test	Impact Analysis:	[Customer Impact]	Outreach Required:	No
Policy/Design Consortium Contact:	Haikaz (Mike) Tombakian	Training Impacted:		Funding Source:	County Purchase
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	M&O
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Cristy Sharma on 2/7/2023

Expedite Approval: Emergency approved by Cristy Sharma on 02/07/23

Current Design: Current conversion design for the Placement Authority page used for Foster Care cases allows for the following question to be marked yes only when the case aid code is 42. PLACEMT_AUTH.FE_AFDC_ELIG_BEFORE_IN, PLACEMT_AUTH.FE_AFDC_MEETS_JA_SAWS_IND to have the value 'Y' when AID_CODE = 42

Request: At conversion, Contra Costa County wants to default the field value for all ACTIVE Foster Care (FC) cases with "YES" for the question: "Does the child meet all general AFDC-FC eligibility requirements as established on the JA2/SAWS 2 or FC 2?"

Recommendation: Make the changes as requested post Go-Live but before the EDBC match run for Wave 2

Technical Note:

Outreach

Description:

Alternative

Procedure

Description:

Leaving the indicator as is: PLACEMT_AUTH.FE_AFDC_ELIG_BEFORE_IN, PLACEMT_AUTH.FE_AFDC_MEETS_JA_SAWS_IND to have the value 'Y' when AID_CODE = 42

Operational Impact:

No Impacts as its changed to be POST_ODI update and no DCR needs to be added in Cutover B and C Project Plan for Wave 2 counties.

Estimate:

35

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

End SCRs