



[CA-49417] ACL 13-71 - WINS 1239, CalFresh notice of WINS approval/denial/termination in threshold languages

Team Responsible:	Client Correspondence	Assignee:	Kavitha Mr	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Maria Jensen	Change Type (SCR):	New Policy
Minor Version:	23.02.x2	Expedite Changes:	Start Build	Estimate:	312
Reporter:	Ritu Chinya [X]	Regulation Reference:	ACL 13-71	Created:	01/19/2018 11:46 AM
Status:	System Test	Impact Analysis:	[Central Print, Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	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 2/16/2023				
Expedite Approval:	Approved by Karen Rapponotti on 02/16/2023				
Current Design:	WINS is a mandatory program. The WINS program provides a ten dollar (\$10) per month additional food supplement benefit for each WINS eligible CalFresh household. The WINS 1239 must be provided to an applicant/participant whenever there is a change in their WINS eligibility. Currently some of the WINS 1239 NOAs generate in English, and other NOAs generate in English and Spanish.				
Request:	Add threshold languages to WINS 1239 NOAs so CalSAWS can generate the notices in the appropriate language whenever there is a change in WINS eligibility.				
Recommendation:	1. Add threshold languages to WINS 1239 NOAs so CalSAWS can generate the notices in the appropriate language whenever there is a change in WINS eligibility: <ol style="list-style-type: none"> WINS Approved - reason F470A WINS CF is terminated - F474T WINS: Moved out of State - reason F472T WINS: Work hours are less than minimum required - reason F476T. 2. Remove the Budget from NOAs containing F470A and F476T Reasons.				
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate:	312				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	155	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 :	15
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	89	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0

Translation :	0
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[CA-229043] Enable CalSAWS Capability For Counties to Mail Documents With Customized Contents to Clients

Team Responsible:	Client Correspondence	Assignee:	Vicente Romero	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Phong Xiong	Change Type (SCR):	Operational Enhancement
Minor Version:	23.05.x1	Expedite Changes:	Start Build	Estimate:	1060
Reporter:	Grady Howe	Regulation Reference:		Created:	05/21/2021 05:01 PM
Status:	In Development	Impact Analysis:	[Central Print]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Design	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	2/28/2023 Maria Arceo.				
Expedite Approval:	Expedited Start Build Approval provided by Karen J. Rapponotti on 02/28/2023				
Current Design:	Current Design: Current design is that CalSAWS counties do not have the capability to mail a document with customized content to a specified customer population. However, CalWIN currently have this capability which is enabled by providing the CalWIN print vendor, DFS, with document meta data (see attachment titled CalWIN PDF CO Header Record Format).				
Request:	Create a capability in CalSAWS that allows for the central print vendor to mail documents with customized content to a specified user group within a county. For instance, a county would have the capability in CalSAWS to mail a flyer explaining how to apply for emergency CalFresh benefits to customers in specific zip codes impacted by a wild fire.				
Recommendation:	Add PDF Bookmark Metadata String to CalSAWS Forms and NOAs.				
Outreach Description:	Notify Counties when this capability is available				
Alternative Procedure Description:	Documents with customized content would have to be manually inserted into envelopes.				
Operational Impact:					
Estimate:	1060				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	380	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	158	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	240	Tech Arch :	187
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-237436] Update WTW 2 in Spanish

Team Responsible:	Client Correspondence	Assignee:	Ramya Yk	SPG Status:	Select a value
Fix Version/s:	[RWR]	Designer Contact:	Ramya HS	Change Type (SCR):	Enhancement
Minor Version:	23.03.x1	Expedite Changes:	Start Build	Estimate:	78
Reporter:	Daniel Rosales [X]	Regulation Reference:		Created:	11/30/2021 03:43 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Gingko Luna	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:	Gingko Luna 2/14/2023				
Expedite Approval:	By Karen J. Rapponotti on 02/21/2023				
Current Design:	Currently WTW 2 Spanish language is available in 12/12 version in CalSAWS Template Repository.				
Request:	Update WTW 2 in Spanish language to match the latest state version (5/21) in CalSAWS Template Repository.				
Recommendation:	Update WTW 2 in Spanish language to match the latest state version (5/21) in CalSAWS Template Repository.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	78				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	50	Conversion :	0	DBA :	0
Design :	13	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 :	15	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-237464] SOC 158A Form Update

Team Responsible:	Client Correspondence	Assignee:	Ramya Yk	SPG Status:	Select a value
Fix Version/s:	[RWR]	Designer Contact:	Ramya HS	Change Type (SCR):	Enhancement
Minor Version:	23.03.x1	Expedite Changes:	Start Build	Estimate:	31
Reporter:	Connie Buzbee	Regulation Reference:		Created:	12/01/2021 06:59 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:		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 02/27/23			
Expedite Approval:		By Michele Peterson on 03/02/2023			
Current Design:		Currently SOC 158A Template Repository Visibility is set to all counties.			
Request:		1. Update the form to only be accessible to Los Angeles County, in the Template Repository. 2. Update SOC 158A Foster Child's Data Record And AFDC-FC Certification to match the state version (Rev. 02/2005)			
Recommendation:		1. Update SOC 158A Template Repository Visibility only to Los Angeles County 2. Update SOC 158A to match the state version (Rev. 02/2005)			
Outreach Description:					
Alternative Procedure Description:		N/A			
Operational Impact:					
Estimate:		31			
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	20	Conversion :	0	DBA :	0
Design :	5	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 :	6	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

[CA-249461] Update Spanish AAP3 Form to New Revision

Team Responsible:	Client Correspondence	Assignee:	Ramya HS	SPG Status:	Select a value
Fix Version/s:	[RWR]	Designer Contact:	Ramya Yk	Change Type (SCR):	Data Change
Minor Version:	23.03.x1	Expedite Changes:	Start Build	Estimate:	62
Reporter:	Daniel Rosales [X]	Regulation Reference:		Created:	08/23/2022 08:57 AM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Design	Committee:	[Correspondence]	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 02/21/2023				
Expedite Approval:	By Michele Peterson on 03/02/2023				
Current Design:	Currently AAP 3 (2/22) is not available in CalSAWS Template Repository for Spanish language.				
Request:	Update AAP 3 (2/22) Reassessment Information - Adoption Assistance Program in Spanish Languages to CalSAWS Template Repository.				
Recommendation:	Update AAP 3 (2/22) Reassessment Information - Adoption Assistance Program in Spanish Languages to CalSAWS Template Repository.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	62				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	40	Conversion :	0	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 :	12	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-249509] Add Spanish versions of FC NOA Reasons (Phase 1)

Team Responsible:	Client Correspondence	Assignee:	Ramya HS	SPG Status:	Select a value
Fix Version/s:	[RWR]	Designer Contact:	Indira Ramasamy	Change Type (SCR):	Enhancement
Minor Version:	23.03.x1	Expedite Changes:	Start Build	Estimate:	62
Reporter:	Jasmine Chen [X]	Regulation Reference:		Created:	08/23/2022 02:42 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	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 02/27/23				
Expedite Approval:	By Michele Peterson on 03/02/2023				
Current Design:	Some of the Foster Care NOAs exists only in English language in CalSAWS system.				
Request:	Generate Spanish NOAs for the following reasons 1. Child is Eligible to Kin-GAP 2. Infant Supplement Payment (ISP) has started				
Recommendation:	1. Add Child Eligible to Kin-GAP NOA for Discontinuance in Spanish Language. 2. Add Infant Supplement Payment (ISP) has stated NOA for Benefic Change in Spanish Language.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	62				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	40	Conversion :	0	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 :	12	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-250727] Add Foster Care to Program Drop-Down for MC 194

Team Responsible:	Client Correspondence	Assignee:	Ramya HS	SPG Status:	Select a value
Fix Version/s:	[RWR]	Designer Contact:	Ramya Yk	Change Type (SCR):	Enhancement
Minor Version:	23.02.x2	Expedite Changes:	Start Build	Estimate:	14
Reporter:	Ignacio Lazaro	Regulation Reference:		Created:	09/28/2022 03:25 PM
Status:	System Test	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	Training Impacted:		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:	CER CA-247765
Consortium Review Approval Date:					
Non-Committee Review:	2/21/2023 iLazaro				
Expedite Approval:	By Karen J. Rapponotti on 02/21/2023				
Current Design:	Currently, Foster Care is not available in the program drop-down list for MC 194 in CalSAWS.				
Request:	Add Foster Care to the Program drop-down list for the MC 194 Social Security Administration Referral Notice. Having Foster Care in the Program drop-down would make the process of completing and sending an MC 194 more efficient.				
Recommendation:	Add Foster Care to the Program drop-down list for the MC 194 Social Security Administration Referral Notice in CalSAWS.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	14				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	9	Conversion :	0	DBA :	0
Design :	2	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 :	3	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-251208] Add NOA Fragments in Threshold Languages for Medi-Cal NOA Generation (MC 239 DRA4)

Team Responsible:	Client Correspondence	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Reshma Chandy	Change Type (SCR):	Policy Re-Design
Minor Version:	23.03.x3	Expedite Changes:	Start Build	Estimate:	93
Reporter:	Connie Buzbee	Regulation Reference:	EAS 10-116	Created:	10/11/2022 07:19 AM
Status:	Approved	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	No
Policy/Design Consortium Contact:	Virginia C. Bernal	Training Impacted:	[Online Help]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence, Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved: V. Bernal 02/28/2023				
Expedite Approval:	By Karen J. Rapponotti on 03/06/2023				
Current Design:	Currently the Medi-Cal NOA (MC 239 DRA4) is only available in English Language in CalSAWS.				
Request:	Add NOA fragments in system supported threshold languages for Snippet ID 6599- DRA Not Met-Full to Rstr SOC (NOA Code M196C) to CalSAWS. Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese				
Recommendation:	Add NOA fragments in threshold languages for Snippet ID 6599- DRA Not Met-Full to Rstr SOC (NOA Code M196C).				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	93				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	60	Conversion :	0	DBA :	0
Design :	15	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 :	18	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255496] Update the Aid Code to Packet Mapping for Medi-Cal Renewal Packets

Team Responsible:	Client Correspondence	Assignee:	Meghana Chander	SPG Status:	Approved
Fix Version/s:	[RWR]	Designer Contact:	Nithya Chereddy	Change Type (SCR):	Enhancement
Minor Version:	23.02.x2	Expedite Changes:	Production Deployment	Estimate:	163
Reporter:	Maggie Orozco-Vega	Regulation Reference:		Created:	01/20/2023 01:41 PM
Status:	System Test	Impact Analysis:	[Central Print]	Outreach Required:	No
Policy/Design Consortium Contact:	Maggie Orozco-Vega	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:	Approved by Maggie Orozco on 1/20/2023				
Expedite Approval:	Approved by Karen J. Rapponotti				
Current Design:	The system does not generate a renewal packet when all active members in a Medi-Cal program are on aid code 38.				
Request:	Update the aid code to packet mapping to include aid code 38 as an aid code that will generate a Medi-Cal renewal packet.				
Recommendation:	<p>Update the Non-MAGI RE packet sweep job and Mixed HH RE Packet sweep job to generate the respective packets when any of the active members are on aid code 38 in addition to all the existing trigger conditions.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. There will not be any changes to the existing trigger conditions apart from adding aid code 38 to the list of aid codes that the batch jobs currently check for. 2. The supporting document 'List of current Aid Codes' attached to JIRA has the list of all aid codes that are currently associated to the generation of each of the packets. 				
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate:	163				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	122	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 :	8
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	32	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255689] Create a new mail priority for Mass Mailers and COLA Documents

Team Responsible:	Client Correspondence	Assignee:	Lianel Richwin	SPG Status:	N/A
Fix Version/s:	[RWR]	Designer Contact:	Manisha Chatterjee	Change Type (SCR):	Operational Enhancement
Minor Version:	23.03.x3	Expedite Changes:	Start Build	Estimate:	500
Reporter:	Lawrence Samy	Regulation Reference:		Created:	01/25/2023 05:56 PM
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:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	2/27/2023 Maria Arceo				
Expedite Approval:	By Michele Peterson on 03/02/2023				
Current Design:	Currently mass mailers and COLA Forms and NOAs get bundled with the daily bundle making it difficult for central print to prioritize the daily bundles over mass mailers/COLA.				
Request:	Create a new mail priority or way of bundling the mass mailers/COLA Forms and NOAs separately.				
Recommendation:	Add a new priority or way for the mass mailers/COLA Forms and NOAs so that their priority will be less than the daily bundles (with priority '01') and these can be bundled separately without interfering with the daily bundles.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	500				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	400	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				

[CA-247709] Design of Release of Information for CBOs

- Resolved: 01/19/2023 01:53 PM

Team Responsible:	BenefitsCal	Assignee:	Jennifer Muna	SPG Status:	Approved
Fix Version/s:	[22.11]	Designer Contact:	Gillian Bendicio	Change Type (SCR):	New Policy
Minor Version:	23.01.19	Expedite Changes:	Production Deployment	Estimate:	1691
Reporter:	Melissa Mendoza	Regulation Reference:	SCERFRA 22-524	Created:	07/12/2022 10:10 AM
Status:	In Production	Impact Analysis:	[BenefitsCal, Security]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[Job Aid, Online Help]	Funding Source:	Premise
Project Phase (SCR):	Design	Committee:	[Self Service Portal]	Funding Source ID:	ARPA
Consortium Review Approval:		Approved by Committee:	01/13/2023	Other Agency Cross Reference:	CSPM-36178, CSPM-447, CSPM-448

Consortium Review Approval Date:

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 3/6/2023

Current Design:

CalSAWS only sends case information and notices to the Self-Service portal for a primary applicant on a program. There is no supported Application Programming Interface (API) to allow CalSAWS to send case information to a CBO's Self-Service Portal account. The CalSAWS Forms API does not support the 'Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal' document type in the Hyland imaging system. CalSAWS does not have the online feature to view or create an applicant's CBO Release of Information (ROI) in the System. The 'Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal' state form does not exist in the CalSAWS Template Repository.

Request:

1. Create a new API to support the Self-Service Portal implementation of the CBO Release of Information form submitted through a digital form, via document upload, and/or by paper submission.
2. Update the Forms API to accept the new CBO ROI form and upload to the imaging system.
3. Create new page(s) in CalSAWS to enable a county worker to add/create, view, and edit a customer's CBO ROI information for BenefitsCal.
4. Create a new API to call the ForgeRock webservice in real-time to pull approved CBO names, managers, and/or assistants.
5. Create a new API to send a customer's specified case information to the Self-Service portal based on the information provided on the CBO ROI form.
6. Add the 'Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal' form to the Template Repository in CalSAWS. Set the "Send to BCAL" flag to "Y".
7. Create an automatic Journal entry when an Approved, Pending or Revoked CBO ROI status is received via the API.

Recommendation:

Create a design to support the following functionality for Release of Information:

1. Create an API that will save the CBO ROI information, update the Status of the CBO ROI and retrieve the CBO ROI information.
2. Create an API that will retrieve the Customer's case information for the CBO based on what the applicant/recipient indicated in their CBO ROI form.
3. Create an API that retrieves the applicant/recipient's notices for the CBO based on what the applicant/recipient indicated in their CBO ROI form.
4. Create a new endpoint to the Forms API that will generate the CBO ROI form in PDF format, map the applicant/recipient's answers to the PDF, and upload the PDF to the imaging system.
5. Add the CBO ROI form to the Template Repository in CalSAWS. The CBO ROI form's XML Data Package (XDP) must allow data to be mapped onto the form.
6. Create an online search page that allows a worker to view, add/create, and edit ROI detail records.
7. Create an ROI detail page that displays the CBO ROI information entered by the worker or created through the Self-Service portal API.

8. Create a series of online pages that will allow the User to search for the CBO identified by the Customer by making a call to ForgeRock webservice.
9. Update the Case Summary page to display the CBO name for the Customer's active CBO ROIs, for the County.
10. Create an automatic Journal Entry when an Approved, Pending or Revoked ROI status is received via the API.
11. Add document type for CBO ROI form to the imaging system when received via document upload.
12. Create a new batch job to automatically set an ROI detail status to 'Expired' based on the end date of the CBO ROI.
13. Modify the Imaging 'View' URL to point to CBO ROI documents associated to a customer, in the imaging solution.

Outreach

Description:

Alternative

Procedure

Description:

N/A. BenefitsCal CBO Release of Information (ROI) is a new form provided by the State. CalSAWS to implement online page and API functionality to support the form submission from BenefitsCal Portal or by manual submission from customer.

Operational Impact:

Estimate:

1691

Automated Test :	100	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	100	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	17	Conversion :	0	DBA :	0
Design :	1274	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	50	IVR/CC :	0
Online :	100	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 :	50
Translation :	0			Training :	0



[CA-233111] Update Office ID Assignment Logic

- Resolved: 03/07/2023 09:01 AM

Team Responsible:	Online	Assignee:	Jalagari Paul	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Trevor Torres	Change Type (SCR):	Enhancement
Minor Version:	23.03.09	Expedite Changes:	Production Deployment	Estimate:	92
Reporter:	Amy Gill	Regulation Reference:		Created:	09/07/2021 10:33 AM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:		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:	Approved by Dymas Pena on 1/25/2023				
Expedite Approval:	Karen J. Rapponotti approved on 02/21/2023				
Current Design:	The Office ID (OFFICE_NUM_IDENTIF) is currently a two-character value. Newly added offices are assigned IDs of the next value in a sequence. Office IDs have been skipping the sequential order and assigned different values. Offices can only be assigned values up to the value "ZZ".				
Request:	Update the logic that assigns an Office ID so that the Office ID value "ZZ" is not assigned and does not overlap so that BenefitsCal has a unique Office ID number. As well as update the logic to find a value that has been skipped or unused instead, to prevent reaching the limit of assigned ID values and to utilize unused values efficiently.				
Recommendation:	<ol style="list-style-type: none">1. Update the logic of the auto assignment for Office IDs so that "ZZ" cannot be assigned.2. Update the logic so that if the next Office ID value to be assigned is "ZZ", it assigns a previous value in the sequence that was skipped/unused instead. <p>Note: No Design Document for this SCR. CA-243947 will cover Section and Unit IDs that are being impacting.</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	92				
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 :	50	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	
Special Project :	0	System Test Support :	32	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

[CA-242755] Run Batch EDBC with 2023 FPL Values

- Resolved: 02/17/2023 09:57 AM

Team Responsible:	CalHEERS	Assignee:	Chad Quan	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	New Policy
Minor Version:	23.02.18	Expedite Changes:	Production Deployment	Estimate:	373
Reporter:	Tisha Mutreja [X]	Regulation Reference:	ACWDL 23-03	Created:	03/21/2022 04:49 PM
Status:	In Production	Impact Analysis:	[Central Print]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Maggie Orozco-Vega	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:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Maggie Orozco on 01/19/2023

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

Current Design: With CA-242754:
CalSAWS recently updated the 2023 FPL values based on ACWDL 23-03. Any 2023 Medi-Cal EDBC run prior to the update used the 2022 FPL values per ACWDL 22-03.

Request:

- Run Batch EDBC for Medi-Cal cases in accordance with ACWDL 23-03 so that the new FPL values are correctly applied. The effective date of the 2023 FPL values vary as follows:
 - Effective retroactively to January 01, 2023
 - Applicants and recipients in Specified Low-Income Medicare Beneficiary (SLMB) who do not receive Title II – Retirement, Survivors and Disability Insurance (RSDI) income.
 - Effective retroactively to March 01, 2023
 - Applicants and recipients in SLMB who are receiving Title II – RSDI Income
 - Effective April 01, 2023
 - Applicants in an active, Non-MAGI program not included in the group above.
- Provide lists of cases to the county when a case or individual is discontinued from Medi-Cal, a Medi-Cal EDBC is Read-Only, a case is not processed through Batch EDBC for any skip reason except “EDBC has not been run since conversion” or when an individual was denied or discontinued prior to the FPL value updates.

Recommendation: Please refer to the attached design document for details on the listed recommendations.

Summarized Recommendations:

- Identify cases for which Batch EDBC must run for 2023 benefit months as described in Section 1.2 Requests to apply the updated amounts. Insert the identified cases into SYS_TRANSACT for Batch EDBC processing.
- Operationally execute Batch EDBC. Batch EDBC will run only for the cases identified.
- Generate lists to aid the counties after Batch EDBC completes.

Outreach Description: Memorandum
County Lists

Lists will be posted at below location:
CalACES Web Portal > System Changes > SCR and SIR Lists > 2023>242755

Alternative Procedure Description: None

Operational Impact:

Estimate: **373**

Automated Test :	0	Batch/Interfaces :	45	Batch Operations :	25
BenefitsCal :	0	CalHEERS :	168	CalHEERS Test :	84

Client Correspondence :	16	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-252089] Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 2)

- Resolved: 02/14/2023 10:07 AM

Team Responsible:	Client Correspondence	Assignee:	Soundarya Ramesh	SPG Status:	Select a value
Fix Version/s:	[23.02]	Designer Contact:	Richard J. Weeks	Change Type (SCR):	Operational Enhancement
Minor Version:	23.02.22	Expedite Changes:	Production Deployment	Estimate:	65
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	11/01/2022 08:18 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval: Approved by Sharon Teramura 1/11/2023					
Current Design: CalSAWS database tables relating to GA/GR Automated Solution program correspondence are out of sync for with the GA/GR correspondence service data for Wave 2-6 counties.					
Request: Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-256)					
Recommendation: Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-256)					
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate: 65					
Automated Test :	0	Batch/Interfaces :	20	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 :	45	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255462] Hide Reset Password button for CalWIN Counties

- Resolved: 03/07/2023 02:50 PM

Team Responsible:	Online	Assignee:	Mansi Mehra	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Trevor Torres	Change Type (SCR):	Enhancement
Minor Version:	23.03.09	Expedite Changes:	Production Deployment	Estimate:	105
Reporter:	Dymas Pena	Regulation Reference:		Created:	01/19/2023 05:15 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Dymas Pena	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Usability]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee Review:	iLazaro 2/21/2023				
Expedite Approval:	Karen J. Rapponotti approved on 02/09/2023				
Current Design:	CalWIN Users are attempting to Reset User Passwords within CalSAWS using the Password Reset buttons.				
Request:	Hide the Reset Password Button within CalSAWS from the CalWIN Counties.				
Recommendation:	1. Hide the "Change Password" button on the Homepage for CalWIN counties. 2. Hide the "Reset Password" button and "Password" field on the Security Assignment Detail page for CalWIN counties.				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	105				
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 :	67	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	28	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-255552] Turn off Auditor Controller Batch for Sierra County

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:	23.03.xx	Expedite Changes:	Production Deployment	Estimate:	9
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	01/23/2023 03:12 PM
Status:	System Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:		Other Agency Cross Reference:	CA-255548
Consortium Review Approval:					
Consortium Review Approval Date:					
Non-Committee Review:	Lori McGee (Sierra County) - Approved - 01/23/2023				
Expedite Approval:	Karen Rapponotti - Approved - 01/23/2023				
Current Design:	Sierra County receives the Auditor Controller batch file each night. Sierra County does not use this file to reconcile issuances.				
Request:	Sierra County would like to not receive the Auditor Controller batch file.				
Recommendation:	For Sierra County (County 46): Turn off the nightly Auditor Controller (PO46F108) batch file CSPMTC				
Outreach Description:	N/A				
Alternative Procedure Description:	N/A				
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 :	7
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 :	2	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-256231] Allow "CalSAWS" Announce Type to be Available for Announcements other than Release Notes

- Resolved: 03/07/2023 09:06 AM

Team Responsible:	Online	Assignee:	Suraj Kumar	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Andrea Rodriguez	Change Type (SCR):	Enhancement
Minor Version:	23.03.09	Expedite Changes:	Production Deployment	Estimate:	62
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	02/06/2023 12:45 PM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Ignacio Lazaro	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 by Ignacio Lazaro on 02/27/2023				
Expedite Approval:	Approved by Michele Peterson on 02/24/23				
Current Design:	Currently, the Announcement Type of "CalSAWS" is only available for Release Notes Announcement.				
Request:	Allow the Announcement Type of "CalSAWS" to be available for other Announcements (other than Release Notes).				
Recommendation:	<p>1. Allow the Announcement Type of "CalSAWS" to be available for other Announcements (other than Release Notes) and be viewable in all counties.</p> <p>Note: County workers will not be able to create "CalSAWS" announcements as they do for "County" announcements through the "County Announcement" page. Only the project will have access to add "CalSAWS" type announcements.</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	62				
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 :	41	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	16	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-256710] Direct Certification- Add More Zip Codes for El Rancho Unified School District

- Resolved: 02/23/2023 01:02 PM

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Data Change
Minor Version:	23.02.28	Expedite Changes:	Production Deployment	Estimate:	50
Reporter:	John Pratt	Regulation Reference:		Created:	02/14/2023 12:30 PM
Status:	In Production	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	John Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Other]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/15/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by John Pratt on 02/15/2023				
Expedite Approval:	Approved by Karen J. Rapponotti on 2/15/2023				
Current Design:	The Direct Certification Interface produces an individual monthly nutrition file with information of children in each school district in Los Angeles County based on the zip codes available in CalSAWS.				
	El Rancho Unified School District is already programed for Direct Certification Interface.				
Request:	El Rancho Unified School District is requesting to add the following zip codes to their existing data list: -90604 -90060 -90602 -90240 -90601 -90606 -90640				
Recommendation:	Create a DCR to add zip codes to El Rancho Unified School District.				
	The following zip codes will be added to El Rancho Unified School District existing data list: -90604 -90060 -90602 -90240 -90601 -90606 -90640				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	50				
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 Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	17	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-256716] Update Santa Clara County Collections Interface to not run at migration

- Resolved: 02/23/2023 11:09 AM

Team Responsible:	Fiscal	Assignee:	Chandan Talukdar	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Eric Wu	Change Type (SCR):	Enhancement
Minor Version:	23.02.27	Expedite Changes:	Production Deployment	Estimate:	35
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/14/2023 01:43 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Collections]	Funding Source ID:	
Project Phase (SCR):	Migration	Approved by	02/14/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Subramanian Chidambaram - Approved - 02/14/2023

Expedite Approval: Karen Rapponotti - Approved - 02/14/2023

Current Design: With CRFI 22-011, Santa Clara County opted to receive the Collections Outbound interface file daily, and to send the Collections Inbound interfaces file.

Request: Santa Clara County is requesting that CalSAWS hold the Outbound and Inbound Collections interface files from the date of Go-Live (02/27/2023) until the week of March 6th or March 13th.

Recommendation: Santa Clara County only:
Hold the Outbound and Inbound Collections interface files from the date of Go-Live (02/27/2023) until the week of March 6th or March 13th.

Outreach

Description:

Alternative

N/A

Procedure

Description:

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 :	18
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 :	12	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256901] Update Valuable Voucher Type for CalWIN Wave 2

- Resolved: 03/01/2023 11:38 AM

Team Responsible:	Fiscal	Assignee:	John Besa	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:	23.03.02	Expedite Changes:	Production Deployment	Estimate:	88
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/17/2023 02:04 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Fiscal]	Funding Source ID:	
Project Phase (SCR):	Migration	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Subramanian Chidambaram (Contra Costa), Marjorie Raudez (Santa Clara) and Mayra Cardenas (Tulare) - Approved - 02/23/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/23/2023				
Current Design:	Valuable Voucher Types are stored in the database and appear in the drop-down list for Valuable Category Voucher. When there are no Voucher Types stored for a County, the drop-down is empty.				
Request:	Add Valuable Voucher Types for the CalWIN Wave 2.				
Recommendation:	1. Update the Valuable Type table to include new Valuable Types for Contra Costa and Santa Clara. 2. Update the Valuable Type Program table to include new mappings for Valuable Voucher types.				
Outreach Description:	N/A				
Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	88				
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 :	55
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 :	23	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256962] Update Tax Intercept Welfare Intercept System Files to run for 2/17/2023

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

Team Responsible:	Batch Operations	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Kapil Santosh	Change Type (SCR):	Data Change
Minor Version:	23.03.02	Expedite Changes:	Production Deployment	Estimate:	34
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/21/2023 09:24 AM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tax Intercept]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:					
Sheryl Eppler - Approved - 02/21/2023					
Expedite Approval:					
Karen Rapponotti - Approved - 02/21/2023					
Current Design:					
The weekly interface with the Welfare Intercept System (WIS) runs on Friday nights.					
Request:					
WIS did not have the weekly files prepared by Friday 02/17/2023.					
Recommendation:					
Run the WIS Tax Intercept batch and back-date the files (reports) to 02/17/2023					
Outreach Description:					
Alternative Procedure Description:					
Tax intercept on request reports are generated with Friday's date when the jobs are generally processed. Since the jobs were run on a later date the reports would have to be generated with a different date until the DCR is applied.					
Operational Impact:					
Estimate:	34				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	10
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	14
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



[CA-257024] CalWIN - Create Foster Care Monthly Direct Deposit file

- Resolved: 02/27/2023 11:24 AM

Team Responsible:	Fiscal	Assignee:	Romel Acosta	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Operational Enhancement
Minor Version:	23.03.01	Expedite Changes:	Production Deployment	Estimate:	45
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/21/2023 04:39 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):	Migration	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 - 02/22/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/22/2023				
Current Design:	CalSAWS does not currently have a Foster Care Monthly Direct Deposit file created for CalWIN Counties.				
Request:	Create a Foster Care Monthly Direct Deposit file for CalWIN Counties.				
Recommendation:	Create a Foster Care Monthly Direct Deposit file for CalWIN Counties.				
Outreach Description:					
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 :	28
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	12	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-257124] Turn on Disaster CalFresh and DCF Reports (W4 - Amador)

- Resolved: 03/03/2023 12:09 PM

Team Responsible:	Reports	Assignee:	Gokul Suresh	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Thao Ta	Change Type (SCR):	New Policy
Minor Version:	23.03.03	Expedite Changes:	Production Deployment	Estimate:	42
Reporter:	Sheryl E. Eppler	Regulation Reference:	CA-DSNAP-1County-Wave4-Approval-FY2023	Created:	02/23/2023 06:34 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:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-257125
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 02/23/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/23/2023				
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:	Amador 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 Amador County residents. For Amador County, Disaster Services (D-SNAP) application period will run from 03/06/2023 thru 03/10/2023.				
Recommendation:	1) Activate Disaster Services in the CalSAWS System for Amador County starting 03/04/2023. 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: 03/04/2023 - Application End Date: 03/16/2023 - Processing End Date: 04/03/2023 - Elig_Optn_code: DG 2) Activate Disaster CalFresh Daily Report for Amador County (PB17R134) starting 03/05/2023. 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- will be applied at a later time to deactivate CalFresh Disaster Reports. Outreach: An email communication will be sent out to Amador County regarding Disaster Services being turned on.				
Outreach Description:					
Alternative Procedure Description:	N/A				

Operational Impact:**Estimate: 42**

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 :	22	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-240103] Cutover Activity for CalWIN Conversion EDBC Benefit Match (Wave 3)

Team Responsible:	Eligibility	Assignee:	Srinivasa Meenavalli	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Srinivasa Meenavalli	Change Type (SCR):	Operational Enhancement
Minor Version:	23.04.23	Expedite Changes:	Production Deployment	Estimate:	100
Reporter:	Amy Gill	Regulation Reference:		Created:	01/27/2022 02:45 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Lesley Pevny	Training Impacted:		Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Migration	Committee:	[Other]	Funding Source ID:	Conversion
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Karen J. Rapponotti on 01/31/2023				
Expedite Approval:	Approved by Karen J. Rapponotti on 01/31/2023				
Current Design:	Batch Properties for EDBC Benefit Match are not required to be applied for the regular EDBC batch.				
Request:	Apply Batch Property updates and DCRs for migration cutover activities for EDBC Benefit Match.				
Recommendation:	Apply Batch Property updates and DCRs for migration cutover activities for EDBC Benefit Match and revert back the EDBC Benefit Match Batch Properties for the regular EDBC batch.				
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate:	100				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	25
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	50	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	25	Training :	0
Translation :	0				



[CA-250529] Add ability to search the ForgeRock User directory when adding a user in CalSAWS

Team Responsible:	Online	Assignee:	Brian Munce	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Trevor Torres	Change Type (SCR):	Enhancement
Minor Version:	23.03.31	Expedite Changes:	Production Deployment	Estimate:	232
Reporter:	Haikaz (Mike) Tombakian	Regulation Reference:		Created:	09/23/2022 10:17 AM
Status:	In Development	Impact Analysis:	[Security]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[ILT, 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:	iLazaro 02/21/2023				
Expedite Approval:	Karen J. Rapponotti approved on 02/09/2023				
Current Design:	When a user is being added into CalSAWS for CalWIN counties and the user already exists in ForgeRock, CalSAWS does a validation check against ForgeRock to determine if the email address(username) exists in ForgeRock. If there is a match, it CalSAWS displays an error and doesn't allow that user to be added into CalSAWS core.				
Request:	Allow CalSAWS core to do a lookup of ForgeRock added users and attach them to the respective CalSAWS user that is being created. Add a feature to allow adding a user into CalSAWS Core when an existing user identity exists in ForgeRock prior to being created in CalSAWS Core. This search directory function would be similar to what we do for Active Directory connected Organizations like LA County and CalSAWS project.				
Recommendation:	<ol style="list-style-type: none"> 1. Update the Security Assignment page to have users in CalWIN counties go to the CalSAWS Identity Search page when using the "Add User Name" button. 2. Update the CalSAWS Identity Search page to have a "Cancel" button. 				
Outreach Description:	Inform the Managed Personnel/Secuirty/Admin county staff of the new functionality allowing them to search ForgeRock when adding a user.				
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	232				
Automated Test :	28	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 :	132	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	52	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-253347] Task Mgmt: Enhance Homepage to Include Additional Task Information

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:	23.05.11	Expedite Changes:	Start Build	Estimate:	216
Reporter:	Vallari Bathala	Regulation Reference:		Created:	12/02/2022 09:13 AM
Status:	Approved	Impact Analysis:	[Security]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Task Management]	Funding Source ID:	County Data API Enhancements
Consortium Review Approval:		Approved by Committee:	02/14/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:	
Expedite Approval:	Approved by Karen Rapponotti on 2/14/2023
Current Design:	The CalSAWS Homepage My Tasks panel displays 2 metrics for Tasks that are overdue or coming due within 5 days for the logged in user.
Request:	1. Update the My Tasks panel on the Homepage to include a breakdown of the existing 2 metrics by Task Category.
Recommendation:	1. Update the My Tasks panel of the Homepage to include a breakout by Task Category for each of the 2 metrics within the panel. 2. Update the My Tasks panel of the Homepage so that the hyperlinks route to the Task Pop-Up: Task Search page.

Outreach

Description:	
Alternative Procedure Description:	None.
Operational Impact:	
Estimate:	216

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	60	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	120	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				

[CA-253348] Task Mgmt: Track Time Spent Working Task

Team Responsible:	Online	Assignee:	Getnet Beyene	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:	23.05.11	Expedite Changes:	Start Build	Estimate:	652
Reporter:	Vallari Bathala	Regulation Reference:		Created:	12/02/2022 09:15 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Sarah Rich	Training Impacted:		Funding Source:	Premise
Consortium Contact:		Committee:	[Task Management]	Funding Source ID:	County Data API Enhancements
Project Phase (SCR):	Production	Approved by	02/07/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee					
Review:					
Expedite Approval: Approved by Karen Rapponotti on 2/7/2023					
Current Design: Task Management functionality within the CalSAWS System provides attributes that allow measurement of how long Tasks reside in a particular Status. There is no functionality in place that allows measurement or recording of actual time spent working a particular Task. The CalSAWS System includes a Task Settings page that allows individual counties to enable specific Task Management features.					
Request: 1. Provide a county configurable method that allows recording of actual time spent working a Task.					
Recommendation: 1. Update the Task Settings page to include a new Setting allowing individual counties to enable a Task time recording feature. 2. Update the Task Pop-Up: Task Detail page to include controls to record time spent working the Task and include display of the time metrics.					
Outreach					
Description:					
Alternative					
Procedure					
Description:					
Operational Impact:					
Estimate: 652					
Automated Test :	0	Batch/Interfaces :	125	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	100	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	300	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	127	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-253604] Task Mgmt: Update Dashboard for Task Mgmt - Part 1

Team Responsible:	Reports	Assignee:	Esequiel Herrera-Ortiz	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Esequiel Herrera-Ortiz	Change Type (SCR):	Enhancement
Minor Version:	23.05.11	Expedite Changes:	Start Build	Estimate:	931
Reporter:	Thao Ta	Regulation Reference:		Created:	12/08/2022 09:46 AM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Management Reports]	Funding Source ID:	County Data API Enhancements
Consortium Review Approval:		Approved by Committee:	02/14/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 2/14/2023

Current Design:

The Task Management Dashboard does not include the following functionality or information:

- Program information related to tasks
- A program parameter to filter to tasks tied to specific programs
- Widgets related to Tasks that are assigned to BANKS

Request:

1. Include all program for which there are tasks
2. Allow for the filtering of tasks related to specific programs. This is needed by DPSS to exclude DCFS tasks.
3. Provide additional data elements to the case lists.
4. Provide list of task categories and task types assigned to the BANK ID
5. Provide counts and lists of task categories and task types assigned to the BANK IDs which have never been assigned to a worker.
6. Provide days in pending status for each task based on assigned status.

Recommendation:

1. Add a Program parameter to the dashboard.
2. Add a new '# Tasks Assigned to Banks by Category' widget to the Real Time Task Management dashboard.
3. Add a new '# Tasks Assigned to Banks by Type' widget to the Real Time Task Management dashboard.
4. Create a new case list for the new '# Tasks Assigned to Banks by Category' and '# Tasks Assigned to Banks by Type' case list.
5. Rename the existing 'Task Description' column to 'Task Type' on every case list sheet.
6. Update the logic of the existing Office column on every case list to display the BANK office name when the worker office name is not available.
7. Add new columns to the case lists.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **931**

This information can be obtained via Ad-Hoc.

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	130	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0

Online :	0	Performance :	0	Release Communication	36
Reports :	557	Reports Test :	0	Support :	
Special Project :	0	System Test Support :	208	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-253762] Generate NMSP at Medi-Cal RE for Soft Paused Individuals during CCU

- Resolved: 02/22/2023 02:37 PM

Team Responsible:	CalHEERS	Assignee:	Maksim Volf	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	225
Reporter:	Cynthia Ridley	Regulation Reference:		Created:	12/13/2022 09:27 AM
Status:	Test Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Maggie Orozco-Vega	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	PHE
Consortium Review Approval:		Approved by Committee:	02/17/2023	Other Agency Cross Reference:	CH-219790
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approval received by Karen Rapponotti on 01/19/2023 via email.

Current Design: CA-236368 updated the Non-MAGI Screening Packet (NMSP) Sweep logic to identify a Medi-Cal program for generation of a Non-MAGI Screening Packet only when a Non-MAGI Screening packet has not been generated previously for an individual with no break in 'Soft Pause' status.

Request: CA-216432 updated the MAGI, Non-MAGI, and Mixed Medi-Cal Prepopulated RE Packets and created new IDs. During the Continuous Coverage Unwinding (CCU) period, individuals who may have been placed in a Soft Pause status prior to the MAGI Renewal, and continue to remain in Soft Pause at Renewal should receive a Non-MAGI Screening Packet at Renewal.

CalSAWS will update the NMSP Sweep logic to identify a Medi-Cal program for generation of a Non-MAGI Screening Packet when there is an individual returned in a Soft Pause status at Renewal during the CCU period.

When checking for packets already generated, the Non-MAGI Screening Packet Sweep logic is not checking for the new Prepopulated RE Packet IDs.

Recommendation:

1. Update the NMSP Sweep (PB00R538) to identify a program to generate a Non-MAGI Screening Packet when the Medi-Cal program is skipped from EDBC processing during the Renewal period regardless if the Soft Pause is not new. The Renewal period is defined as the Renewal Due month through 2 months prior.

Example: RE Due Month = September 2023,

Renewal Period = July, August, September

a. Add a configurable effective date to turn on and off the CCU logic. The logic will be released turned on effective 04/01/2023. CA-250600 will turn off the logic at the end of the CCU.

b. Set the Report Month to the RE Due Month and do not generate if there is a Turning 65 Non-MAGI Screening Packet, Mixed Household RE Packet, or a Non-MAGI Screening Packet with a submit month in the Renewal Period.

2. When the switch is 'On', do not generate the Non-MAGI Screening Packet for Programs that are due in the month of the Batch Run Date.

3. When checking for packets already generated, add the new Mixed Household RE Packet IDs and Non-MAGI RE Packet IDs.

Mixed Household RE Packet IDs: 6684, 6687

Non-MAGI RE Packet IDs: 6683, 6686

This is a JIRA Design Only

Outreach

Description:

Alternative Procedure

Description:

Operational Impact:

Eligibility Worker can manually generate a Non-MAGI Screening Packet.

Estimate: 225

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	91	CalHEERS Test :	65
Client Correspondence :	6	Conversion :	0	DBA :	0
Design :	25	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	10
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-255195] Begin Medi-Cal Continuous Coverage Unwinding

Team Responsible:	CalHEERS	Assignee:	Appalaraju Indala	SPG Status:	Pending
Fix Version/s:	[23.03]	Designer Contact:	Cynthia Ridley	Change Type (SCR):	New Policy
Minor Version:	23.03.31	Expedite Changes:	Start Build	Estimate:	248
Reporter:	Renee Gustafson	Regulation Reference:	MEDIL I 23-02	Created:	01/13/2023 01:58 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Nina Butler	Training Impacted:		Funding Source:	Premise
Consortium Contact:		Committee:	[Medi-Cal/CMSP]	Funding Source ID:	PHE
Project Phase (SCR):	Production	Approved by		Other Agency Cross	CH-204424
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Streamline approval added by Nina Butler on 02/14/2023.

Expedite Approval:

Approval received by Karen Rapponotti on 01/19/2023 via email.

Current Design:

CA-214453 updated the Batch PHE Protection rules to allow "Failure to Complete Redetermination" as a Discontinuance Reason with a configurable effective date, ends the protection for cases that have had a renewal since the Continuous Coverage Unwinding Started, and does not apply the protection beneficiaries who apply after the Continuous Coverage Unwinding Starts.

Medi-Cal programs have overdue verifications because they were not required to collect them during the PHE. When the Continuous Coverage Unwinding begins, these programs may Discontinue for overdue mandatory verifications. The System generates a Non-Compliance for Name/Identity and SSN Enumeration when those verifications are overdue.

Request:

Per MEDIL 23-02, DHCS instructed SAWS to unwind the Continuous Coverage of Medi-Cal provided during the PHE. This was formerly referred to as PHE Unwinding. It is now referred to as Continuous Coverage Unwinding (CCU). Beginning 04/01/2023, SAWS can start the CCU for Medi-Cal programs with RE Due Date 06/30/2023 and Discontinuances may begin 07/01/2023. New Medi-Cal beneficiaries with applications on or after 04/01/2023 are not protected by Batch PHE protections.

1. Turn on effective dated rules from CA-214453
2. Clear overdue pending verifications for Medi-Cal only cases.
3. End date Non-Compliances for SSN, Name/Identity created by batch.

Recommendation:

1. Update the PHE Lift Date as April 2023 and the PHE Unwinding Start Month as July 2023
2. Create a one-time DCR to update any overdue 'Pending' verification, due date 3/31/2023 or older, to status 'N/A' that meet the following criteria:
 - At least one person is Active MEM on Medi-Cal
 - At least one mandatory verification is pending over the due date (due date 3/31/2023 or older)
 - Any individual with overdue verification on the case is not on a case with any other pending or active program that uses the Mandatory verification logic
 - a. Add a Journal Entry as follows:
Short Description: Overdue Mandatory Verification(s) Updated
Long Description: Overdue mandatory verifications updated to 'Not Applicable' as part of the Continuous Coverage Unwinding.
 3. Create a one-time DCR to end date effective 03/31/2023 the Non-Compliance records created by the MAGI Non-Compliance Sweep Batch (PB00C709) for SSN and Name/Identity and not updated by user
 - a. Any Active Medi-Cal Program where the non-compliance records for case person were created and updated by PB00C709 (Staff ID = '997102') and
 - b. Created on 04/01/2020 or later
 - c. Add a Journal Entry as follows:
Short Description: Non-Compliance Record(s) Updated
Long Description: SSN and/or Name/Identity Non-Compliance record(s) created during the Public Health Emergency (PHE) have been updated with an end date effective 03/31/2023.

This is a JIRA only Design

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

CEWs can manually update the Overdue Verifications and Non-Compliance records.

248

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	90	CalHEERS Test :	94
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	25	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication Support :	11
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-255938] Automated Actions for Expedited Service and Immediate Need

Team Responsible:	Online	Assignee:	Brian Fohl	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Vallari Bathala	Change Type (SCR):	Enhancement
Minor Version:	23.03.23	Expedite Changes:	Start Build	Estimate:	150
Reporter:	Vallari Bathala	Regulation Reference:		Created:	01/31/2023 04:41 PM
Status:	Development Complete	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sarah Rich	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Task Management]	Funding Source ID:	County Data API Enhancements
Consortium Review Approval:		Approved by Committee:	02/14/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen Rapponotti on 2/14/2023

Current Design:

The CalSAWS System includes functionality to create Tasks in an automated fashion via the Automated Action framework. This framework allows a level of configuration for automated Tasks that can be maintained by the Counties. There are no Automated Actions for Expedited Service or Immediate Need.

Request:

1. Add Automated Actions for Expedited Service (ES) and Immediate Need (IN) to the CalSAWS system.

Recommendation:

1. Implement an Automated Action to be invoked when a CalFresh program is determined entitled for ES.
2. Implement an Automated Action to be invoked when a CalWORKs program is flagged with IN.

Outreach

Description:

Alternative

None

Procedure

Description:

Operational Impact:

Estimate: 150

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	10	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	93	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	47	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-256473] Issue February 2023 Disaster Supplement in accordance to HR 6201 Emergency Allotments

Team Responsible:	Fiscal	Assignee:	Jyoti Jain	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:	23.03.25	Expedite Changes:	Start Build	Estimate:	210
Reporter:	Jimmy Tu	Regulation Reference:	ACWDL dated February 02, 2023	Created:	02/09/2023 12:56 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	Emergency Allotment Notice
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Joint design has been approved through Non-Committee Review. This SCR is for all 45 Counties

Expedite Approval: Approved by Michele Peterson on 02/27/2023

Current Design: The CalSAWS System allows the issuance of Disaster CalFresh (CF) supplemental benefits. When Disaster Services are enabled for a County, staff can:

- 1) Issue Disaster Services pre-embossed EBT cards provided by the EBT Vendor.
- 2) Issue Disaster Benefits by running a Manual EDBC with a run reason of DCFP/Supp-DCFP (Supplemental). These EDBC's are not factored into the previous potential benefit calculations for the benefit month in which they are issued.

Request: CalFresh Emergency allotments have been approved for the State of California due to COVID-19 emergency. The State has received approval for CalFresh households to receive a minimum emergency allotment of \$95 per month for the December 2022, January 2023 and February 2023 benefit month.

Recommendation:

- 1) Create a DCR to insert Manual EDBC records for the December 2022, January 2023 and February 2023 benefit month benefit month for all CalFresh and TCF recipients who are Active for the month based on the following conditions:
 - a. Include all cases with Active CalFresh program in December 2022, January 2023 and February 2023 benefit month and no Emergency Allotment Issued.
 - b. Use the household size from the latest Accepted and Saved Regular EDBC
 - c. Set the Authorized Amount as the difference between Maximum Allotment for a household size excluding unaided household members, and Previous Potential Benefit Amount. If the authorized amount calculated is less than \$95, set the authorized amount to \$95.

Note: If the household has already received CalFresh benefit up to the maximum allotment for December 2022, January 2023 and February 2023 benefit month the authorized amount for the manual EDBC would be set to \$95.

 - d. Exclude any Overpayments from the previous potential benefit calculation.
 - e. Exclude the TCF cases with Overdue recert.
 - f. Create the manual EDBC records with RECALC_IND = 'N'

- 2) Create a DCR to Insert the Manual EDBC's from Recommendation #1 into Issuance Transact table.
NOTE: Validate FIS has turned on CF03 EBT Benefit Type.

- 3) After the records are inserted into Issuance_transact table, do a DCR to update the redetermination record (redeter) as 'No Longer Valid' where there is a completed RE date after the benefit month with reason CalFresh restored or Eligible for TCF. The EA payments for these cases are not getting issued as the system looks for incorrect report which is an existing issue and will be handled with CA-55143.

- 4) Do a DCR after the issuances are created to flip the redeter record back to the previous completion reason.

5) Create a DCR to update all the Manual EDBC's to Read Only once all the supplemental Issuances are Issued and Claimed.

6) Add a Journal Entry with the following description for all the cases identified from the criteria above:

For December 2022 Benefit Months

Filter Type: All

Journal Type: Narrative

Short Description: Emergency Allotment Benefits issued on 03/25/2023 due to COVID-19

Long Description: Per direction from ACWDL dated December 09, 2022, an emergency allotment was issued for the "Benefit Month" benefit month

For January 2023 Benefit Months

Filter Type: All

Journal Type: Narrative

Short Description: Emergency Allotment Benefits issued on 03/25/2023 due to COVID-19

Long Description: Per direction from ACWDL dated January 10, 2023, an emergency allotment was issued for the "Benefit Month" benefit month

For February 2023 Benefit Months

Filter Type: All

Journal Type: Narrative

Short Description: Emergency Allotment Benefits issued on 03/25/2023 due to COVID-19

Long Description: Per direction from ACWDL dated February 2nd, 2023, an emergency allotment was issued for the "Benefit Month" benefit month

7) Generate a list of the Issuances where the Disaster Supplements were issued. The List will contain the following data elements:

- a. Case Name
- b. Case Number
- c. County Name
- d. Program
- e. Benefit Month
- f. Supp DCF Amount
- g. Issuance Sub Category
- h. Availability Date
- i. Issuance Status
- j. Payee Name (the format would be Last Name, First Name)
- k. Household Size
- l. Is TCF Benefit
- m. Unit
- n. Unit Name
- o. Office Name
- p. Worker Name
- q. Worker Id

NOTE:

1. 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. Also daily ad-hoc reports will be handled by County Reports Team
2. CF03 will be used as the benefit Type when sending the issuances to FIS.

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

N/A

N/A

210

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 :	137
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	15	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	43	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256840] CalSAWS Virtual Assistant Expansion - Release 3

Team Responsible:	Special Project	Assignee:	Gray Guzman	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Gray Guzman	Change Type (SCR):	Enhancement
Minor Version:	23.03.30	Expedite Changes:	Start Build	Estimate:	1000
Reporter:	Gray Guzman	Regulation Reference:		Created:	02/16/2023 12:22 PM
Status:	Pending Approval	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	Connie Buzbee	Training Impacted:		Funding Source:	Premise
Consortium Contact:		Committee:	[BOTS]	Funding Source ID:	Virtual Assistant
Project Phase (SCR):	Production	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review:	Approved by: Connie Buzbee - 2/27/2023
Expedite Approval:	Approved by: Karen Rapponotti - 2/27/2023
Current Design:	The Virtual Assistant was implemented with CA-252905. CA-255013 added additional content. County staff have the ability to access the BOT content online.
Request:	Implement the third release of the BOT to add additional content for county staff access.
Recommendation:	In Release 3 of the CalSAWS VA, we will release additional UCs and sub-menus within the VA. This release will include 28 new use cases and 3 new sub-menus.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

N/A

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	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-256921] ForgeRock: Application Onboarding - CARS VRU -UAT2

Team Responsible:	Tech Forge Rock	Assignee:	Derrek Chilson	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Nicole Cunningham	Change Type (SCR):	Enhancement
Minor Version:	23.03.10	Expedite Changes:	Production Deployment	Estimate:	8
Reporter:	Soundarya Ramesh	Regulation Reference:		Created:	02/20/2023 11:07 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/23/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee Review:	Approved by Laura Chavez on 2/23/2023				
Expedite Approval:	Approved by Laura Chavez on 2/23/2023				
Current Design:	Alameda County does not have access to CARS VRU Client in UAT2. This is a new onboarding request.				
Request:	Onboard CARS VRU Client to the ForgeRock authentication platform for Alameda county				
Recommendation:	RITM0036256: API Onboarding - Alameda CARS VRU - UAT2				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	8				
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 :	
Special Project :	0	System Test Support :	0	Security :	0
Tech ForgeRock :	8	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256922] ForgeRock: Application Onboarding Kern County UAT2

Team Responsible:	Tech Forge Rock	Assignee:	Derrek Chilson	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Nicole Cunningham	Change Type (SCR):	Enhancement
Minor Version:	23.03.10	Expedite Changes:	Production Deployment	Estimate:	8
Reporter:	Soundarya Ramesh	Regulation Reference:		Created:	02/20/2023 11:40 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/23/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee	Approved by Laura Chavez on 2/23/2023				
Review:					
Expedite Approval:	Approved by Laura Chavez on 2/23/2023				
Current Design:	Kern County does not have access to APIs in UAT2. This is a new onboarding request				
Request:	Create a DEV FR client for Kern County to access the APIs in UAT2.				
Recommendation:	Provide DEV FR client for API access with client id and secret for RITM0034743: Kern County (15) - API Onboarding Request				
Outreach					
Description:					
Alternative	N/A				
Procedure					
Description:					
Operational Impact:					
Estimate:	8				
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 :	8	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256923] ForgeRock: Application Onboarding- Tulare County - Stage 1 Child Care - UAT2

Team Responsible:	Tech Forge Rock	Assignee:	Derrek Chilson	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Nicole Cunningham	Change Type (SCR):	Enhancement
Minor Version:	23.03.10	Expedite Changes:	Production Deployment	Estimate:	8
Reporter:	Soundarya Ramesh	Regulation Reference:		Created:	02/20/2023 11:46 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/23/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee	Approved by Laura Chavez on 2/23/2023				
Review:					
Expedite Approval:	Approved by Laura Chavez on 2/23/2023				
Current Design:	Tulare county is not onboarded to ForgeRock				
Request:	Onboard Stage 1 Child Care to the ForgeRock authentication platform for Tulare county				
Recommendation:	RITM0036254: API Onboarding Request - Tulare County- Stage1ChildCare				
Outreach					
Description:					
Alternative	N/A				
Procedure					
Description:					
Operational Impact:					
Estimate:	8				
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 :	8	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0



[CA-256924] ForgeRock: Application Onboarding Kern County PROD

Team Responsible:	Tech Forge Rock	Assignee:	Derrek Chilson	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Nicole Cunningham	Change Type (SCR):	Enhancement
Minor Version:	23.03.31	Expedite Changes:	Production Deployment	Estimate:	16
Reporter:	Soundarya Ramesh	Regulation Reference:		Created:	02/20/2023 12:09 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Logan Pratt	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by	02/23/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					
Non-Committee	Approved by Laura Chavez on 2/23/2023				
Review:					
Expedite Approval:	Approved by Laura Chavez on 2/23/2023				
Current Design:	Kern County does not have access to APIs in PROD. This is a new onboarding request				
Request:	Create a PROD FR client for Kern County to access the APIs in PROD.				
Recommendation:	Provide PROD FR client for API access with client id and secret for RITM0034743: Kern County (15) - API Onboarding Request				
Outreach					
Description:					
Alternative	N/A				
Procedure					
Description:					
Operational Impact:					
Estimate:	16				
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 :	16	Tech Ops :	0	Tech Arch :	0
Translation :	0			Training :	0

[CA-257003] CalWIN Training Laptop Imaging - Waves 2-6

Team Responsible:	Tech Ops	Assignee:	Tom Dickey	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Annie Chan	Change Type (SCR):	Operational Enhancement
Minor Version:	23.04.01	Expedite Changes:	No	Estimate:	360
Reporter:	Jennifer Flanagan	Regulation Reference:		Created:	02/21/2023 11:09 AM
Status:	Pending Approval	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Laura Chavez	Training Impacted:		Funding Source:	Change Notice
Consortium Contact:		Committee:	[Tech]	Funding Source ID:	CalWIN Training Laptops
Project Phase (SCR):	Training				
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Laura on 03/01/2023				
Expedite Approval:					
Current Design:	CalSAWS laptop image in place and deployed on Project deployed assets; specific laptop image to support CalWIN Training needs to be developed				
Request:	Enable 360 laptops for CalWIN in-person training with access to CalSAWS services and training materials for CalWIN Waves 2-6.				
Recommendation:	<p>Create Image:</p> <ul style="list-style-type: none"> -Add drivers for new laptop model to image -Test installed drivers -Validate image task sequence for training image software requirements (Office, Acrobat Reader, Cisco AnyConnect VPN, other apps as applicable) <p>Prep Laptops:</p> <ul style="list-style-type: none"> -Unbox and Asset Tag Laptops -Image laptops -Prep for delivery <p>VPN Enablement:</p> <ul style="list-style-type: none"> -Cisco AnyConnect & RSA Tokens 				
Outreach Description:					
Alternative Procedure Description:	N/A - laptops need to be in place with new image				
Operational Impact:					
Estimate:	360				
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 :	360	Training :	0
Translation :	0				



[CA-257082] DEV Forgerock API client for Santa Barbara county EQUAL

Team Responsible:	Tech Forge Rock	Assignee:	Derrek Chilson	SPG Status:	N/A
Fix Version/s:	[23.03]	Designer Contact:	Nicole Cunningham	Change Type (SCR):	Operational Enhancement
Minor Version:	23.03.10	Expedite Changes:	Production Deployment	Estimate:	8
Reporter:	Avinda Bandaranayake	Regulation Reference:		Created:	02/22/2023 03:16 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Logan Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Tech]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/22/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Laura Chavez on 2/22/2023				
Expedite Approval:	Approved by Laura Chavez on 2/22/2023				
Current Design:	Santa Barbara county does not have access to API. This is a new onboarding request				
Request:	Create a DEV FR client for Santa Barbara county to access the APIs				
Recommendation:	Provide DEV FR client for API access with client id and secret for RITM0036412: Santa Barbara 42 - EQUAL_42				
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate:	8				
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 :	8	Tech Ops :	0	Training :	0
Translation :	0				



[CA-232436] Add Suppression Logic for NOAs from Code Table

Team Responsible:	Client Correspondence	Assignee:	Dinesh Mariyappan	SPG Status:	Select a value
Fix Version/s:	[23.05]	Designer Contact:	Connor Gorry	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	209
Reporter:	Tiffany Huckaby	Regulation Reference:		Created:	08/18/2021 05:23 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Michelle Ramos	Training Impacted:		Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	FCED - New Scope
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Michelle Ramos (2/16/23)				
Expedite Approval:	Approved by Karen Rapponotti (2/16/2023)				
Current Design:	SCR CA-207152 updated the EDBC logic to allow for the failure reason of 'Application Opened in Error' when there does not exist a payee for Foster Care and Kin-GAP.				
Request:	Suppress NOAs for Foster Care and Kin-GAP when failed for 'Application Opened in Error'.				
Recommendation:	<ol style="list-style-type: none">1) Add global logic for CT 10548 Table to suppress 'NOA Not Required' NOAs2) Create a CTCR to clean historical text entries.3) Suppress Foster Care and Kin-GAP NOAs for 'Application Opened in Error'				
Outreach Description:					
Alternative Procedure Description:	Manually suppress NOAs.				
Operational Impact:					
Estimate:	209				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	139	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 :	70	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

[CA-239907] BenefitsCal Release of Information CBO Access

Team Responsible:	BenefitsCal	Assignee:	Melissa Mendoza	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Jennifer Muna	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	8406
Reporter:	Jennifer Hobbs	Regulation Reference:	SCERFRA 22-524	Created:	01/24/2022 11:10 PM
Status:	In Assembly Test	Impact Analysis:	[BenefitsCal, Business Process, Customer Impact, Forms/NOA Translations, Public Facing, Security, Training]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Dymas Pena	Training Impacted:	[CFP/WBT, Job Aid, Online Help]	Funding Source:	Premise
Project Phase (SCR):	Production	Committee:	[Self Service Portal]	Funding Source ID:	ARPA
Consortium Review Approval:		Approved by Committee:	01/13/2023	Other Agency Cross Reference:	CSPM-36178, CSPM-447, CSPM-448
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Lynn Bridwell 01/18/2023

Current Design:

CalSAWS only sends case information and notices to the Self-Service portal for a primary applicant on a program. There is no supported Application Programming Interface (API) to allow CalSAWS to send case information to a CBO's Self-Service Portal account. The CalSAWS Forms API does not support the 'Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal' document type in the Hyland imaging system.

CalSAWS does not have the online feature to view or create an applicant's CBO Release of Information (ROI) in the System. The 'Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal' state form does not exist in the CalSAWS Template Repository.

Request:

CalSAWS will require updates to support the Release of Information (ROI) feature in the Self-Service Portal. This feature will allow the applicant/recipient to release their case information to a Community Based Organization (CBO) through the Self-Service Portal.

Per All County Letter (ACL) 16-02, non-privileged, non-confidential documents in a case record can only be accessed by the client who is the subject of the case record. However, a client may provide a written authorization through a ROI for another person or group to gain access to the case information. This guidance applies to the CBO Application Assistants (AAs) who assist clients in applying for and retaining their benefits. Currently, the ABCDM 228, Applicant's Authorization for Release of Information, is used when clients wish to grant access to case-level information to an agency, institution, or individual.

Per SCERFRA 22-524, the State will be introducing a form called 'Applicant/Recipient's Authorization for Release of Information to Community-Based Organization (CBO) in BenefitsCal'. This BenefitsCal form is a formal agreement from the customer to the County to grant a CBO access, via the Self-Service Portal, to specific case information.

Recommendation:

Create a design to support the following functionality for Release of Information:

1. Create an API that will save the CBO ROI information, update the Status of the CBO ROI and retrieve the CBO ROI information.
2. Create an API that will retrieve the Customer's case information for the CBO based on what the applicant/recipient indicated in their CBO ROI form.
3. Create an API that retrieves the applicant/recipient's notices for the CBO based on what the applicant/recipient indicated in their CBO ROI form.

4. Create a new endpoint to the Forms API that will generate the CBO ROI form in PDF format, map the applicant/recipient's answers to the PDF, and upload the PDF to the imaging system.
5. Add the CBO ROI form to the Template Repository in CalSAWS. The CBO ROI form's XML Data Package (XDP) must allow data to be mapped onto the form.
6. Create an online search page that allows a worker to view, add/create, and edit ROI detail records.
7. Create an ROI detail page that displays the CBO ROI information entered by the worker or created through the Self-Service portal API.
8. Create a series of online pages that will allow the User to search for the CBO identified by the Customer by making a call to ForgeRock webservice.
9. Update the Case Summary page to display the CBO name for the Customer's active CBO ROIs, for the County.
10. Create an automatic Journal Entry when an Approved, Pending or Revoked ROI status is received via the API.
11. Add document type for CBO ROI form to the imaging system when received via document upload.
12. Create a new batch job to automatically set an ROI detail status to 'Expired' based on the end date of the CBO ROI.
13. Modify the Imaging 'View' URL to point to CBO ROI documents associated to a customer, in the imaging solution.

Note: Design document Requirements for Release of Information can be found in linked SCR CA-247709

**Outreach
Description:**

Webcast

**Alternative
Procedure**

N/A - The ABCDM 229 form and Release of Information functionality does not exist in CalSAWS.

Description:

Operational Impact:

Estimate:

8406

Automated Test :	1020	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	2447	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	228	Conversion :	0	DBA :	0
Design :	1511	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	328	IVR/CC :	0
Online :	0	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	958	Security :	0
Tech ForgeRock :	256	Tech Ops :	150	Tech Arch :	758
Translation :	0			Training :	0



[CA-241871] Validate E-mail Addresses Added into Contact Detail Page

Team Responsible:	Online	Assignee:	Naga Chinduluru	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Andrea Rodriguez	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	664
Reporter:	Erika Kusnadi	Regulation Reference:		Created:	03/01/2022 10:19 PM
Status:	In Development	Impact Analysis:	[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:	[Usability]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/22/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Michele Peterson. 2/22/23

Current Design: There is no validation in place in CalSAWS that validates participant E-mail addresses when 'Allow E-mail Reminder' is checked on the Contact Detail page. Only participants with BenefitsCal accounts who are opted-in to receive E-notifications have an E-mail validation process.

Request: Update CalSAWS to create a process to validate a participant's E-mail address when the participant would like to receive E-mail from CalSAWS and is not opt-ed into E-Notifications through a BenefitsCal account.

Recommendation:

1. Update the Contact Detail page to validate participant E-mail information when the 'Allow E-mail Reminder' option is checked.
2. Send a one-time validation e-mail to certain existing active participants that currently have the 'Allow E-mail Reminder' option checked, but do not have a Verified E-mail.

Outreach

Description:

Alternative Procedure None

Description:

Operational Impact:

Estimate: 664

Automated Test :	17	Batch/Interfaces :	208	Batch Operations :	20
BenefitsCal :	40	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 :	163	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	121	Tech Arch :	20
Tech ForgeRock :	0	Tech Ops :	20	Training :	0
Translation :	0				



[CA-250261] Remove Requirement for End Reason on TMC/Four Month Continuing Eligibility Period Detail page

Team Responsible:	CalHEERS	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	59
Reporter:	Renee Gustafson	Regulation Reference:		Created:	09/14/2022 05:19 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Maggie Orozco-Vega	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Medi-Cal/CMSP]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	02/15/2023	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

End Reason is a required field when a TMC or 4MC record is created or edited online in the TMC/Four Month Continuing Eligibility Period Detail page.

Request:

End Reason should not be required until the TMC is actually ending. 4MC does not require an End Reason. Remove the requirement that End Reason must be populated on the TMC/Four Month Continuing Eligibility Period Detail page.

Recommendation:

1. Update the TMC/Four Month Continuing Eligibility Period Detail page to no longer require End Reason when creating or editing the record. The Begin Date and End Date are still required.
2. [Automated Regression Test] Extend the Regression Test Suite to include coverage of the following scenario: Verify that a record can be created and edited on the TMC/Four Month Continuing Eligibility Period Detail page without an End Reason value selected, and removed via the TMC/Four Month Continuing Eligibility Period List page.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

59

Choose an End Reason.

Automated Test :	7	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	34	CalHEERS Test :	13
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-252400] Stop sending CalHEERS Dispositions when a Medi-Cal program is Discontinued for ICT

Team Responsible:	CalHEERS	Assignee:	Dylan Patel	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Renee Gustafson	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	104
Reporter:	Renee Gustafson	Regulation Reference:		Created:	11/05/2022 10:08 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Maureen Votta	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-160528
Consortium Review Approval Date:					
Non-Committee Review:	Approved by MVotta on 2/16/2023				
Expedite Approval:	Expedited Start Build Approval received by Karen Rapponotti via email on 02/21/2023.				
Current Design:	With CA-214686, in 21.02 CalSAWS updated the eHIT logic to send a Disposition for the DER used in the Accepted and Saved EDBC when the benefit month is a subsequent month from the DER. The prior DERs for the same EDBC benefit month with latest status 'Reviewed' are updated to 'Suppressed'.				
	When a Medi-Cal program is closed for Inter-County Transfer, the Disposition from that closure should not be communicated to CalHEERS because the other county owns the case.				
Request:	Prevent sending Disposition for Negative Action reason "Inter-County Transfer".				
Recommendation:	1. Update eHIT Disposition logic to not send a Disposition when Regular EDBC is Accepted and Saved for Negative Action Reason "Inter-County Transfer".				
Outreach Description:					
Alternative Procedure Description:					
Operational Impact:					
Estimate:	104				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	44	CalHEERS Test :	41
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 :	5
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-252970] 2023 Medicare Catastrophic Coverage Act Spousal Impoverishment Caps

Team Responsible:	CalHEERS	Assignee:	Sai Kumar Kandula	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Renee Gustafson	Change Type (SCR):	New Policy
Minor Version:		Expedite Changes:	Start Build	Estimate:	65
Reporter:	Renee Gustafson	Regulation Reference:	ACWDL 23-01	Created:	11/21/2022 05:28 PM
Status:	In Development	Impact Analysis:	[Forms/NOA Translations]	Outreach Required:	Yes
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 Start Build Approval received by Karen Rapponotti via email on 02/21/2023

Current Design: The Community Spouse Resource Allowance (CSRA) in CalSAWS is currently at the 2022 level of \$137,400 and the maximum spousal income allocation/minimum monthly maintenance needs allowance is \$3,435 per month.

Request: 1. Per ACWDL 23-01, CalSAWS must update the maximum income and property caps under the Medicare Catastrophic Coverage Act effective 01/01/2023, the community spouse resource allowance is \$148,620 and the maximum spousal income allocation/minimum monthly maintenance needs allowance is \$3,716 per month.

2. CalSAWS must update the following forms to reflect the new amounts via Medi-Cal Eligibility Division Information Letter- MC 007, DHCS 7077, and DHCS 7102

Recommendation:

1. Update the Values of:

a. Community Spouse Resource Allowance (CT 335_A3):

i. Effective 01/01/2023 the CSRA will be updated to \$148,620

b. MC LTC Community Spouse Needs (CT 335_81):

i. Effective 01/01/2023 the MC LTC Community Spouse Needs Allowance will be updated to \$3,716

2. Generate a list of cases that have Long Term Care (LTC) person who was denied or discontinued for over resources, but their CSRA was under the new value from 01/01/2023 through the date of implementation for this SCR.

List Name : 2023 Denied/Discontinued LTC for Over Resources

The list will consist of below columns -

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

Add below text on the posted list 'County Action' tab:

Counties should review the cases and determine if the budget should be recomputed or denied/discontinued cases rescinded and re-evaluated with the new values. The new values were updated in CalSAWS effective 01/01/2023, therefore any EDBC's run starting with 01/01/2023 will apply the new amounts.

3. Generate a list of MC programs where an EDBC was run for the benefit month of 01/2023 through the date of implementation for this SCR, which includes a LTC budget with a share-of-cost and a spousal income allocation was performed.

List Name : 2023 LTC with Share of Cost

The listing will consist of below columns -

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker ID
- Benefit Month (s)

Note: Benefit Month (s) will list each EDBC benefit month in the same row, separated by a comma. For EDBC's that span multiple months, the begin month will display.

Add below text on the posted list 'County Action' tab:

Counties should review the cases and determine if the budget should be recomputed and re-evaluated with the new values. The new values were updated in CalSAWS effective 01/01/2023, therefore any EDBC's run starting with 01/01/2023 will apply the new amounts.

Note: The requested Forms will be updated with CA-249673 and CA-247694

**Outreach
Description:**

CIT will be published for the generated lists.

Lists will be posted at below location:

CalACES Web Portal > System Changes > SCR and SIR Lists > 2023> CA-252970

**Alternative
Procedure
Description:**

Manual Override

Operational Impact:

Estimate: 65

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	43	CalHEERS Test :	17
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-253193] Support SCR to provide responses to Consortia queries

Team Responsible:	Reports	Assignee:	Gokul Suresh	SPG Status:	N/A
Fix Version/s:	[23.05]	Designer Contact:	Gokul Suresh	Change Type (SCR):	Data Change
Minor Version:		Expedite Changes:	Start Build	Estimate:	1000
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	11/29/2022 05:17 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Michele Peterson	Training Impacted:		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	Karen Rapponotti - 2/22/23				
Review:					
Expedite Approval:	Michele Peterson- 2/17/23, Karen Rapponotti - 2/22/23				
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	N/A				
Procedure					
Description:					
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



[CA-257272] Update Sonoma County response to CRFI 21-038 to receive School Lunch interface monthly

Team Responsible:	Batch/Interfaces	Assignee:	Angela Zhao	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	Production Deployment	Estimate:	61
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	02/27/2023 10:32 AM
Status:	Approved	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	CA-241251
Consortium Review Approval Date:					
Non-Committee Review:	Sheryl Eppler - Approved - 02/27/2023				
Expedite Approval:	Karen Rapponotti - Approved - 02/27/2023				
Current Design:	With SCR # CA-241251, a School Lunch interface was created for the CalWIN Counties. With CRFI 21-038, Sonoma opted to receive the School Lunch interface annually.				
Request:	Sonoma County is requesting to receive the School Lunch interface monthly.				
Recommendation:	Update Sonoma County School Lunch interface to run monthly.				
	Create a Batch Property Change Request to update Sonoma School Lunch Writer job to run monthly.				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	61				
Automated Test :	0	Batch/Interfaces :	31	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-235770] CW Household Members Eligible to TCF

Team Responsible:	Eligibility	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Yale Yee	Change Type (SCR):	Policy Re-Design
Minor Version:		Expedite Changes:	No	Estimate:	651
Reporter:	Caroline Bui	Regulation Reference:	MPP 63-504.13, ACL 20-129, ACL 13-88	Created:	10/27/2021 01:29 PM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Project Phase (SCR):	Production	Approved by Committee:	02/14/2023	Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval:

Current Design:

When running CalFresh (CF) and CW EDBC (regular EDBC, negative action or batch EDBC) together, the system determines eligibility for TCF when the CW program is discontinued in the benefit month, based on the closure reason for the CW program and CW persons.

1. The following households are not eligible to receive TCF when:

a. The CW program is discontinued for any of the following reasons:

- Inter-County Transfer
- Gets Tribal TANF
- QC Refused to Cooperate
- QC Failed to Respond in 30 Days
- QC Failed to Keep Appointment
- QC Failed to Keep 2 Appointments
- QC Failed to Sign Release
- QC Failed to Return Signed Release
- SAR 7 Incomplete
- SAR 7 Not Received
- CW RE Incomplete
- CW RE Not Received
- Failed to Complete Determination
- Late Periodic Report SAR 72

b. The CW program is discontinued and all persons fail for any of the following or combination of the following person closure reasons:

- Deceased
- Not a California Resident
- CW IPV/Fraud
- CW Quality Control
- WTW Not Accepting a Job
- WTW Quit Job
- WTW Not Participating in an activity
- WTW Reduced Earnings
- WTW Not signing the WTW Plan
- Gets Tribal TANF

2. A household is not eligible to TCF if they are not a California resident.

Request:

1. Per CRCP 2321, the following updates will be implemented:

a. Add the following program closure reason that will prevent a discontinued CW program from establishing TCF:

- Failed to Provide Verification

b. Remove the following program closure reasons that will prevent a discontinued CW program from establishing TCF:

- QC Refused to Cooperate
- QC Failed to Respond in 30 days
- QC Failed to Keep Appointment
- QC Failed to Keep 2 Appointments
- QC Failed to Sign Release
- QC Failed to Return Signed Release

c. Add the following person closure reason to the existing list that prevents discontinued CW program from establishing TCF:

- WTW Chronic Truant
- Gets Duplicate Aid
- Fleeing Felon
- Probation/Parole Violator
- Excluded for Failing to Comply with ABAWD Requirements (3 Countable ABAWD Months Used)
- WTW Not Providing Proof of satisfactory Progress
- Sanctioned from CW for Child Support

d. Remove the following person closure reasons from the existing list that prevents a discontinued CW program from establishing TCF:

- Not a California Resident
- CW Quality Control

2. When the CW program is discontinued and individuals fails for a person closure reason, the individuals will be eligible for TCF.

Individuals that fail for a person closure reason will not be eligible for TCF.

3. A household that is not a California resident is eligible to TCF unless they are confirmed to have been receiving benefits from their new state.

Recommendation:

1. Update the person/program closure reasons for CW when determining the eligibility for TCF.
2. CW households are eligible to TCF when other household members have a closure reason in CW that is not eligible for TCF.

Note: Please refer to the attached document for additional details.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

Override EDBC results

651

Automated Test :	80	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	0	Conversion :	0	DBA :	0
Design :	0	Eligibility :	353	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 :	158	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				



[CA-239485] Add CalWIN counties into Interface batch property - wave 6

Team Responsible:	Batch/Interfaces	Assignee:	Balakumar Murthy	SPG Status:	Approved
Fix Version/s:	[23.09]	Designer Contact:	Howard Suksanti	Change Type (SCR):	Operational Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	263
Reporter:	Howard Suksanti	Regulation Reference:		Created:	01/13/2022 01:26 PM
Status:	Pending Approval	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design	John Pratt	Training Impacted:		Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[Other]	Funding Source ID:	
Project Phase (SCR):	Design	Approved by	02/21/2023	Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee

Review:

Approved by John Pratt on 02/21/2023

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 6 (Sacramento, San Francisco, San Luis Obispo).

Recommendation:

Add Sacramento, San Francisco, San Luis Obispo counties into the following Interfaces. BSCR will be created to turn on Sacramento, San Francisco, San Luis Obispo 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)

Create BSCR for School Lunch Interface batch jobs for Sacramento, San Francisco, San Luis Obispo Counties.

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	0
				Support :	
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				



[CA-253157] Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 6)

Team Responsible:	Client Correspondence	Assignee:	Soundarya Ramesh	SPG Status:	N/A
Fix Version/s:	[23.09]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Operational Enhancement
Minor Version:	23.10.xx	Expedite Changes:	No	Estimate:	50
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	11/29/2022 10:47 AM
Status:	Pending Approval	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Caroline Bui 2/21/2023				
Expedite Approval:					
Current Design:	CalSAWS database tables relating to GA/GR Automated Solution program correspondence are out of sync for with the GA/GR correspondence service data for Wave 6 counties.				
Request:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-304)				
Recommendation:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-304)				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	50				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	20	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 :	30	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				

End SCRs



[CA-50088] Update the CW 2.1Q and add bundled CW 2.1Q/CW 2.1NA to Template Repository

- Resolved: 08/04/2022 06:58 AM

Team Responsible:	Client Correspondence	Assignee:	Nagesha S	SPG Status:	Approved
Fix Version/s:	[22.07]	Designer Contact:	Ayman Hussein	Change Type (SCR):	Policy Re-Design
Minor Version:	22.08.22	Expedite Changes:	Production Deployment	Estimate:	356
Reporter:	Ritu Chinya [X]	Regulation Reference:	ACL 16-137	Created:	01/19/2018 11:47 AM
Status:	In Production	Impact Analysis:	[Other]	Outreach Required:	No
Policy/Design Consortium Contact:	Maria Arceo	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Approved by Karen J. Rapponotti on 5/18/2022.

Current Design: Currently, CalSAWS generates the CW 2.1Q (07/16) Support Questionnaire when the Absent/Unmarried Parent List and Support Questionnaire Pages are completed.

Request: Update the CW 2.1Q to the newest State version.

Add a bundled version in Template Repository of CW 2.1Q and the CW 2.1NA.

Update the logic on the Support Questionnaire page to generate the bundled version of the CW 2.1Q/CW 2.1NA with pre-population.

Add e-signature functionality for the CW 2.1Q and CW 2.1NA as individual forms and combined.

Request to increase font size on the forms.

Update the form name of the CW 2.1 to CW 2.1NA

Recommendation:

Replace the existing CW 2.1Q (07/16) form with the CW 2.1Q (10/16). The conditions for the form must stay the same.

* Generate the form when the Absent/Unmarried Parent List and Support Questionnaire Pages are completed.

* The form must be generated when users select the GENERATE button on the Support Questionnaire page.

* The form must be generated with the information entered on the Support Questionnaire Page.

* The form must also be available in the Client Correspondence Templates and be available in all Threshold Languages.

Outreach

Description:

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: 356

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	226	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 :	92	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	8.0				

Content Revision Status-1: Accepted

Content Revision Description-1:

1) Estimate Change:

Before: Translation Resource ETC: 0

After: Translation Resource ETC: 8 (8 Transcription Hours added)

Before: Client Correspondence ETC 1: 163

After: Client Correspondence ETC 1: 226 (63 Hours added for build)

Before: System Test Support ETC 1: 65

After: System Test Support ETC 1: 92 (27 Hours added for System test)

Before: Unallocated Hours: 25

After: Unallocated Hours: 30

Content Revision Status-2:

Content Revision Description-2:

1) Estimate Change: Corrected to match the workplan/actuals.

Before:

Client Correspondence ETC 1: 226

System Test Support ETC 1: 92

After:

Client Correspondence ETC 1: 445

System Test Support ETC 1: 152

Content Revision Status-3:

Content Revision Description-3:

Content Revision Status-4:

Content Revision Description-4:



[CA-220016] GA GR Automated Solution Admin Changes - Wave 1 and Tier 3 Manual Correspondences

- Resolved: 09/14/2022 04:57 AM

Team Responsible:	Eligibility	Assignee:	Pavithra Thimmadi	SPG Status:	Approved
Fix Version/s:	[22.09]	Designer Contact:	Harish Katragadda [X]	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	Start Build	Estimate:	816
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	09/21/2020 09:12 PM
Status:	In Production	Impact Analysis:	[Business Process]	Outreach Required:	No
Policy/Design Consortium Contact:	Adelaide Mendoza	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[GA/GR]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	06/07/2022	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee

Review:

Expedite Approval: Start Build Approved by Karen J. Rapponotti on 6/6/2022

Current Design: GAGR SCRs are designed and implemented based on the existing changes in CalWIN as of May 2020.

Request: This SCR will incorporate the below admin changes that were made in CalWIN after the changes have been implemented in CalSAWS.

1. Rules Admin changes from May 2020 till time of design of this SCR
2. Correspondence Admin Changes from March 2021 till time of design of this SCR
3. Other admin changes like Grants, Issuance Thresholds, Non compliance, sanctions etc.

Recommendation:

This SCR will incorporate the below admin changes that were made in CalWIN after the changes have been implemented in CalSAWS.

1. Rules Admin changes from May 2020 till time of design of this SCR (Per Attachment "CA-220016 Action Item 253.msg" there are no Rules Admin changes for Yolo and Placer).
2. Correspondence Admin Changes from March 2021 till time of design of this SCR (See attachment "SCR CA-220016 GA GR Automated Solution Wave 1.xlsx")
3. Other admin changes like Grants, Issuance Thresholds, Non compliance, sanctions etc. (Per Attachment "CA-220016 Action Item 253.msg" there are no other admin changes for Yolo and Placer)
4. Add Tier 3 Manual Correspondences to the CalSAWS System. (See attachment "SCR CA-220016 GA GR Automated Solution Wave 1.xlsx")

Note: Any automation added to CalWIN GA/GR in addition to the admin changes will be evaluated in a separate SCR. The implementation of these automation changes will follow regular CalSAWS SCR process.

Outreach

Description:

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: **816**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	440	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 :	301	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:	Accepted				
Content Revision Description-1:	<p>1. Recommendation Change: Before: In excel attachment Master Id listed for rows 37, 44, 46, 50, and 52 was 107879. Master Id for row 119 was 611589 After: In revised excel attachment Master Id listed for rows 37, 44, 46, 50, and 52 is 611420. Master Id for row 119 is 611590</p> <p>2. Estimate Change: Before: Client Correspondence ETC Total: 440 After: Client Correspondence ETC Total: 600</p>				
Content Revision Status-2:	Pending SCRB				
Content Revision Description-2:	<p>1. Recommendation Change: Before: Note: Any automation added to CalWIN GA/GR in addition to the admin changes will be evaluated in a separate SCR. The implementation of these automation changes will follow regular CalSAWS SCR process. After: Notes: - Any automation added to CalWIN GA/GR in addition to the admin changes will be evaluated in a separate SCR. The implementation of these automation changes will follow regular CalSAWS SCR process. - Form/NOA Name and Number Issues will be resolved with SCR CA-248751.</p> <p>2. Estimate Change: Before: Client Correspondence ETC Total: 600 After: Client Correspondence ETC Total: 665</p>				
Content Revision Status-3:					
Content Revision Description-3:	<p>1. Recommendation Change: Before: After:</p> <p>2. Estimate Change: Before: After:</p> <p>3. Release Change: Before: After:</p> <p>4. Funding Source Change: Before: After:</p>				
Content Revision Status-4:					
Content Revision Description-4:	<p>1. Recommendation Change: Before: After:</p> <p>2. Estimate Change: Before: After:</p> <p>3. Release Change: Before: After:</p>				

4. Funding Source Change:

Before:

After:



[CA-247125] Accessibility - Updates Pages in CalSAWS Application (Tier 2)

- Resolved: 09/21/2022 05:43 AM

Team Responsible:	Online	Assignee:	Ashish Jumale	SPG Status:	N/A
Fix Version/s:	[22.09]	Designer Contact:	Lynnel Silva	Change Type (SCR):	Operational Enhancement
Minor Version:	22.09.28	Expedite Changes:	No	Estimate:	1206
Reporter:	Lynnel Silva	Regulation Reference:		Created:	06/27/2022 09:19 AM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Michele Peterson	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 - Karen Rapponotti - 6/28/2022

Expedite Approval:

Current Design:

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

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

Recommendation:

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

CalFresh EDBC Summary
EDBC List
IEVS Abstracts Search
Income Amount Detail
Reception Log List
Inter-Agency Transfer Summary
Worklist Summary
Issuance History
PLID
Expense Detail
Noa Detail
Vital Statistics List
Select Address
Household Status List
Other Program Assistance List
MEDS Alert Search

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate: **1206**

N/A

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 :	880	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	
				Security :	0

Special Project :	0	System Test Support :	326	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:
Additional Hours required under System Test Support to cover NVDA validation and to Implement Automation for regression testing for Accessibility page changes
Before:
System Test Support - 160
After:
System Test Support - 326

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision Status-2: Pending SCRB

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

2. Estimate Change: Additional hours required under App Dev to cover NVDA validation
Before:
Online - 880
After:
Online - 960

3. Release Change: N/A

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-227344] Update CalSAWS to set CalFresh Aid Code for Non-Public Assisted Households

Team Responsible:	Eligibility	Assignee:	Sharathchandra R V	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Sridhar Mullapudi	Change Type (SCR):	Policy Re-Design
Minor Version:	23.03.09	Expedite Changes:	No	Estimate:	83
Reporter:	Ritu Chinya [X]	Regulation Reference:	CRPC 2244; MPP 23-275.4.15 (page 275)	Created:	04/09/2021 11:21 AM
Status:	In Assembly Test	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	LRS M&E
Project Phase (SCR):	Production	Committee:	[CalWORKs/ CalFresh]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	09/22/2021	Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval:					
Current Design:					
CalSAWS sets the Cash Aid Code for non-Categorically Eligible (non-CE) CalFresh Households (HHs).					
Request:					
To set CalFresh Aid Code for non-PACF CalFresh HHs					
Recommendation:					
1. Update CalFresh EDBC logic to set CalFresh aid code for households that are not public assisted on CalFresh program.					
Outreach Description:					
Alternative Procedure Description:					
Override EDBC results.					
Operational Impact:					
Estimate:	83				
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 :	44	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 :	34	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:					
Accepted					
Content Revision Description-1:					
1. Release Change:					
Before: 22.03					
After: 22.05					
Content Revision Status-2:					
Accepted					
Content Revision Description-2:					
1. Recommendation Change: N/A					

2. Estimate Change: Increase in hours to take into account work already done from prior CR for 22.03 to 22.05 release change.

Before:

System Test - 17

After:

System Test - 34

3. Release Change:

Before: 22.05

After: TBD

4. Funding Source Change: N/A

Pending SCRB

**Content Revision
Status-3:**

**Content Revision
Description-3:**

1. Release Change:

Before: TBD

After: 23.03

**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-245246] Santa Clara County - Add Auditor Signature and update Rush Warrant Print Template

- Resolved: 02/23/2023 03:47 PM

Team Responsible:	Client Correspondence	Assignee:	Lalitha Valamarthi	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Connor Gorry	Change Type (SCR):	Enhancement
Minor Version:	23.02.23	Expedite Changes:	Production Deployment	Estimate:	118
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/05/2022 03:21 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Jessica Bunting (Santa Clara) - Approved. 08/31/2022.				
Expedite Approval:	Lynn Bridwell - Approved - 02/23/2023				
Current Design:	Santa Clara County currently has the Auditor signature printed onto their Rush Warrants by the CalWIN system.				
Request:	Santa Clara County has requested to add the Auditor Signature to their Rush Warrant template in the CalSAWS system.				
Recommendation:	<p>Santa Clara County Only:</p> <ol style="list-style-type: none">1) Add the Auditor signature to print when a Rush Warrant is printed from the CalSAWS system.2) Have the county verify the placement of the signature and printing of the Rush Warrant after the signature image is placed on the template.3) Update the Rush Warrant print template: Auditor Signature Populate on Memo Line Aid Code Case Number Benefit Month4) Ensure that for Foster Care warrants, the 'For' line will contain the child's name. - Add a 'Foster Care' warrant variation for Santa Clara County.5) Perform warrant validation with Santa Clara County. <p>NOTE: List of County Contacts for Testing Efforts is attached.</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	118				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	65	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	48

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

Content Revision Status-1: Accepted

Content Revision Description-1:
 1. Recommendation Change:
 6th recommendation
 Before: N/A
 After: Do IPT for Positive Pay file with Santa Clara County.

2. Estimate Change:
 Fiscal
 Before: N/A
 After: 48

Content Revision Status-2: Accepted

Content Revision Description-2:
 1. Release Change:
 Before: 23.01
 After: 23.XX

Moving out release of this SCR to accommodate end-to-end county testing.

Content Revision Status-3: Pending SCRB

Content Revision Description-3:
 1. Release Change:
 Before: TBD
 After: 23.02

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-245249] Contra Costa County - Update Rush Warrant Print Template

- Resolved: 02/23/2023 04:37 PM

Team Responsible:	Client Correspondence	Assignee:	Sumanth Vydana	SPG Status:	Approved
Fix Version/s:	[23.02]	Designer Contact:	Connor Gorry	Change Type (SCR):	Enhancement
Minor Version:	23.02.23	Expedite Changes:	Production Deployment	Estimate:	70
Reporter:	Sheryl E. Eppler	Regulation Reference:		Created:	05/05/2022 03:32 PM
Status:	In Production	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Fiscal]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:	Approved by Sheryl Eppler (8/31/2022)				
Expedite Approval:	Lynn Bridwell - Approved - 02/23/2023				
Current Design:	Contra Costa County currently has the Aid Code, Case Number and Benefit Month printed onto the Memo line of their Rush Warrants by the CalWIN system.				
Request:	Contra Costa County has requested to add the Aid Code, Case Number and Benefit Month printed onto the Memo line of their Rush Warrants template in the CalSAWS system.				
Recommendation:	<p>Contra Costa County Only:</p> <p>1) Update the Rush Warrant print template:</p> <p>Add or Populate the following fields:</p> <ul style="list-style-type: none">Case NumberAid CodeBenefit/Service MonthPayee Address FieldWorker ID Field <p>2) Add Vendor variations for existing warrant types.</p> <p>3) Perform warrant validation with Contra Costa County.</p> <p>NOTE:</p> <ul style="list-style-type: none">- Payee Name and Address should be next to the PAY TO THE ORDER OF- Payee Name should add both vendor and customer names. For e.g., (Pay to the order of : ABC Cleaners for Jan Smith, ABC Cleaner's address) <p>County Contact is Subramanian Chidambaram 925-655-0805 schidambaram@ehsd.cccounty.us</p>				
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	70				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	65	Conversion :	0	DBA :	0

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

Content Revision Accepted

Status-1:

Content Revision
Description-1:

1. Release Change:
Before: 23.01
After: 23.XX

Moving out release of this SCR to accommodate end-to-end county testing.

Content Revision
Status-2:

Pending SCRB

Content Revision
Description-2:

1. Release Change:
Before: TBD
After: 23.02

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-255121] Training: Required Updates for Clerical Support WBTs

- Resolved: 02/24/2023 10:10 AM

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:	23.03.03	Expedite Changes:	Start Build	Estimate:	35
Reporter:	Cristina Garcia	Regulation Reference:		Created:	01/12/2023 07:26 AM
Status:	Test Complete	Impact Analysis:	[Training]	Outreach Required:	No
Policy/Design	Cathy Vaisau	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 Lynn Bridwell on behalf of Karen Rapponotti on 1/17/2023
Expedite Approval:	Approved by Lynn Bridwell on behalf of Karen Rapponotti on 1/17/2023
Current Design:	This SCR is to address comments identified as additional updates by Consortium during review of CA-251656. 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: 030-WBT-CLE-Clerical Support-07 032-WBT-CLS-Clerical Support-Supervisor-01 Please refer to the attached spreadsheet for comment details.

Outreach

Description:

Alternative

Procedure

Description:

Operational Impact:

Estimate:

N/A

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

Content Revision

Status-1:

Content Revision

Description-1:

Pending SCRB

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

2. Estimate Change:
Before: 35
After: 55

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

4. Funding Source Change:
Before: N/A
After: 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-240160] Orange County Contact Center

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Pending
Fix Version/s:	[23.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.04.07	Expedite Changes:	No	Estimate:	317
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 12:31 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design Consortium Contact:	Darcy Alexander	Training Impacted:	[N/A]	Funding Source:	CalSAWS DD&I
Project Phase (SCR):	Production	Committee:	[IVR & Contact Center]	Funding Source ID:	Customer Service Center
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Darcy Alexander approves SCR 1/31/2023

Expedite Approval:

Current Design:

Orange County maintains and operates their own contact center

Request:

Build out an Amazon Connect Contact Center for Orange 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. Build their county specific call flow
 - i. See attached Call Flow (CA-240160 – Orange County Call Flow.pdf) for details
 - c. Record new county specific prompts
 - i. See attached Prompts Excel sheet (CA-240160 – Orange County Verbiage.xlsx) for details
 - d. Build new Continuing Queues
 - i. See attached Exit Reasons Excel sheet (CA-240160 – Orange County Exit Reasons.xlsx) for details
 - ii. Prioritize transferred calls above inbound calls
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached Quick Connects Excel sheet (CA-240160 – Orange County Quick Connects.xlsx) for details.
 - g. Holiday Dates
 - i. Upload County Holidays to the Holiday DynamoDB
 - h. Office Hours and Location
 - i. Upload County Zip Codes to the Office DynamoDB
 - ii. See the Zip Codes Excel sheet (CA-240160 – Orange County Zip Codes) for details
 - i. Upload Agents
2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept county code 30 as a CalSAWS county
 - i. See attached Call Flow (CA-240160 – Orange County RCC Call Flow.pdf) for details
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for County 30
3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio

- b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreement Threshold

Outreach Description: Weekly Meetings with Orange 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 SCRB

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

2. Estimate Change:
Before: IVR/CC ETC 3: 65
After: IVR/CC ETC 3: 1298

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-240161] Santa Barbara County Contact Center

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Pending
Fix Version/s:	[23.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.04.07	Expedite Changes:	No	Estimate:	317
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 12:34 PM
Status:	In Development	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 Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					

Non-Committee

Review:

Darcy Alexander approves SCR 1/31/2023

Expedite Approval:

Current Design:

Santa Barbara County maintains and operates their own contact center

Request:

Build out an Amazon Connect Contact Center for Santa Barbara 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. Build their county specific call flow
 - i. See attached Call Flow (CA-240161 – Santa Barbara County Call Flow.pdf) for details
 - c. Record new county specific prompts
 - i. See attached Prompts Excel sheet (CA-240161 – Santa Barbara County Verbiage.xlsx) for details
 - d. Build new Continuing Queues
 - i. See attached Exit Reasons Excel sheet (CA-240161 – Santa Barbara County Exit Reasons.xlsx) for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached Quick Connects Excel sheet (CA-240161 – Santa Barbara County Quick Connects.xlsx) for details.
 - g. Holiday Dates
 - i. Upload County Holidays to the Holiday DynamoDB
 - h. Office Hours and Location
 - i. Upload County Zip Codes to the Office DynamoDB
 - ii. See the Zip Codes Excel sheet (CA-240161 – Santa Barbara County Zip Codes) for details
 - i. Upload Agents
2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept county code 42 as a CalSAWS county
 - i. See attached Call Flow (CA-240161 – Santa Barbara County RCC Call Flow.pdf) for details
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for County 42
3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio

- b. eGain Analytics
 - i. Integrate Amazon Connect Instance with eGain Analytics
 - ii. Set Service Level Agreement Threshold

Outreach Description: Weekly Meetings with Santa Barbara 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 SCRB

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

2. Estimate Change:
Before: IVR/CC ETC 3: 65
After: IVR/CC ETC 3: 1352

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-240162] Ventura County Contact Center

Team Responsible:	Contact Center	Assignee:	Dheeraj Muralidara	SPG Status:	Pending
Fix Version/s:	[23.03]	Designer Contact:	Jared Kuester	Change Type (SCR):	Enhancement
Minor Version:	23.04.07	Expedite Changes:	No	Estimate:	347
Reporter:	Jared Kuester	Regulation Reference:		Created:	01/28/2022 12:36 PM
Status:	In Development	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 Committee:		Other Agency Cross Reference:	
Consortium Review Approval:					
Consortium Review Approval Date:					

Non-Committee

Review:

Darcy Alexander approves SCR 1/31/2023

Expedite Approval:

Current Design:

Ventura County maintains and operates their own contact center

Request:

Build out an Amazon Connect Contact Center for Ventura 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. Build their county specific call flow
 - i. See attached Call Flow (CA-240162 – Ventura County Call Flow.pdf) for details
 - c. Record new county specific prompts
 - i. See attached Prompts Excel sheet (CA-240162 – Ventura County Verbiage.xlsx) for details
 - d. Build new Continuing Queues
 - i. See attached Exit Reasons Excel sheet (CA-240162 – Ventura County Exit Reasons.xlsx) for details
 - e. Set their Hours of Operations for Inbound Queues
 - f. Create Quick Connects
 - i. See attached Quick Connects Excel sheet (CA-240162 – Ventura County Quick Connects.xlsx) for details.
 - g. Holiday Dates
 - i. Upload County Holidays to the Holiday DynamoDB
 - h. Office Hours and Location
 - i. Upload County Zip Codes to the Office DynamoDB
 - ii. See the Zip Codes Excel sheet (CA-240162 – Ventura County Zip Codes) for details
 - i. Upload Agents
2. Regional Call Center (RCC)
 - a. Update RCC call flow to accept county code 56 as a CalSAWS county
 - i. See attached Call Flow (CA-240162 – Ventura County RCC Call Flow.pdf) for details
 - b. Create new Voicemail box
 - c. Build new RCC Queues
 - d. Create a Generic Worker for County 56
3. Optional Features
 - a. Web Chat
 - b. Click to Call
 - c. Post Call Survey
 - d. Courtesy Call Back
 - e. Scheduled Call Back
4. Third-Party Integrations
 - a. Calabrio One
 - i. Integrate Amazon Connect Instance with Calabrio One
 - ii. Upload Agents to Calabrio
 - b. eGain Analytics

- i. Integrate Amazon Connect Instance with eGain Analytics
- ii. Set Service Level Agreement Threshold

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

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 347

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 :	335
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 SCRB

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

2. Estimate Change:
Before: IVR/CC ETC 3: 65
After: IVR/CC ETC 3: 1509.5

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-245554] CalWIN Wave 3 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists

Team Responsible:	Online	Assignee:	Unassigned	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Gerald Limbrick	Change Type (SCR):	Enhancement
Minor Version:	23.05.xx	Expedite Changes:	Start Build	Estimate:	49
Reporter:	Gerald Limbrick	Regulation Reference:		Created:	05/16/2022 02:26 PM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	Yes
Policy/Design	Carlos Zepeda	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[ICT]	Funding Source ID:	
Project Phase (SCR):	Migration	Approved by		Other Agency Cross	
Consortium Review		Committee:		Reference:	
Approval:					
Consortium Review					
Approval Date:					

Non-Committee Review: Approved by Carlos Zepeda on 1/25/2023

Expedite Approval: 1/19/2023

Current Design: CA-242533 was created to generate a list of all in process ICTs between CalWIN Wave 3 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: on the following dates: 04/03/2023, 04/10/2023 & 04/17/2023, to provide counties with up to date in-process eICT status.

Recommendation:

1. Provide a case list of in flight eICTs between CalWIN wave 3 counties and CalSAWS counties, organized by county and eICT date.
List Name: CalWIN Wave 3 Counties 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-242533
Standard Columns:
Current/updated List with the same Standard columns as the list published for CA-242533

The list will be posted to the following locations:

CalSAWS: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-242533

(Note: the lists will be added to the same folder as the initial list, for SCR CA-242533; this is for ease of use by the county workers.)

Outreach Description: Follow up CIT for case lists.

Alternative Procedure N/A

Description:

Operational Impact:

Estimate: **49**

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 :	22	Performance :	0	Release Communication	0
Reports :	0	Reports Test :	0	Support :	0
Special Project :	0	System Test Support :	22	Security :	0
				Tech Arch :	0

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

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:

Before:

1. Provide a case list of in flight eICTs between CalWIN wave 3 counties and CalSAWS counties, organized by county and eICT date.

List Name: CalWIN Wave 3 Counties 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-242533

Standard Columns:

Current/updated List with the same Standard columns as the list published for CA-242533

The list will be posted to the following locations:

CalSAWS: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-242533

(Note: the lists will be added to the same folder as the initial list, for SCR CA-242533; this is for ease of use by the county workers.)

After:

1. Provide a case list of in flight eICTs between CalWIN wave 3 counties and CalSAWS counties, organized by county and eICT date on the following dates: 04/03/2023, 04/10/2023 & 04/17/2023

List Name: CalWIN Wave 3 Counties 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-242533

Standard Columns:

Current/updated List with the same Standard columns as the list published for CA-242533

The list will be posted to the following locations:

CalSAWS: CalSAWS Web Portal>System Changes>SCR and SIR Lists>2023>CA-242533

(Note: the lists will be added to the same folder as the initial list, for SCR CA-242533; this is for ease of use by the county workers.)

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:
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-253154] Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 3)

Team Responsible:	Client Correspondence	Assignee:	Priya Sridharan	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Operational Enhancement
Minor Version:	23.04.xx	Expedite Changes:	No	Estimate:	50
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	11/29/2022 10:41 AM
Status:	Approved	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:	[GA/GR]	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 1/31/2023				
Expedite Approval:					
Current Design:	CalSAWS database tables relating to GA/GR Automated Solution program correspondence are out of sync for with the GA/GR correspondence service data for Wave 3 counties.				
Request:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-299)				
Recommendation:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-299)				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	50				
Automated Test :	0	Batch/Interfaces :	20	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 :	30	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:	Pending SCRB				
Content Revision Description-1:	1. Estimate Change: Before: Batch/Interfaces ETC 1: 20 Client Correspondence ETC 1: 0 After: Batch/Interfaces ETC 1: 0 Client Correspondence ETC 1: 20				

**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-253233] Sacramento County - Conduct Rush Warrant Testing

Team Responsible:	Client Correspondence	Assignee:	Sahithi Pabba	SPG Status:	Approved
Fix Version/s:	[23.03]	Designer Contact:	Connor Gorry	Change Type (SCR):	Enhancement
Minor Version:	23.03.xx	Expedite Changes:	Production Deployment	Estimate:	77
Reporter:	Lawrence Samy	Regulation Reference:		Created:	11/30/2022 02:36 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Sheryl E. Eppler	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Project Phase (SCR):	Migration	Committee:	[Correspondence]	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					
Non-Committee Review:					
Expedite Approval: Karen Rapponotti - Approved - 12/14/2022					
Current Design: Warrant alignment testing for all CalWIN Counties were conducted with CA-212167.					
Request: Sacramento County is requesting to conduct warrant testing to test their County Software 'PrintChef'					
Recommendation: Sacramento County only - conduct rush warrant testing to ensure Sacramento County software "PrintChef" can print rush warrants from CalSAWS.					
Outreach Description:					
Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	77				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	CalHEERS :	0	CalHEERS Test :	0
Client Correspondence :	65	Conversion :	0	DBA :	0
Design :	0	Eligibility :	0	Fiscal :	0
Forms Test :	0	Imaging :	0	IVR/CC :	0
Online :	10	Performance :	0	Release Communication Support :	0
Reports :	0	Reports Test :	0	Security :	0
Special Project :	0	System Test Support :	0	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:	Accepted				
Content Revision Description-1:	1. Recommendation Change: Before: Sacramento County only - conduct rush warrant testing to ensure Sacramento County software "PrintChef" can print rush warrants from CalSAWS. After:				

Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

2. Estimate Change:

Before:

Online ETC - 5

Client Correspondence ETC - 40

After:

Online ETC - 10

Client Correspondence ETC - 65

3. Release Change:

Before: 23.01.XX

After: 23.03.XX

Pending SCRB

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

1. Recommendation Change:

Before:

Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

After:

Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

Note: Turn off Foster Care warrant Template for Sacramento County, as the County will use the Default template for this program.

**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-247003] GA/GR Auto Sol (GR), GA Managed (GM) and CAPI Recoverable Account Changes

Team Responsible:	Fiscal	Assignee:	Sumita Sinha	SPG Status:	Approved
Fix Version/s:	[23.05]	Designer Contact:	Jimmy Tu	Change Type (SCR):	Enhancement
Minor Version:		Expedite Changes:	No	Estimate:	544
Reporter:	Girish Chakkingal	Regulation Reference:		Created:	06/22/2022 04:06 PM
Status:	In Development	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design	Caroline Bui	Training Impacted:	[N/A]	Funding Source:	CalSAWS M&E
Consortium Contact:		Committee:	[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:

Expedite Approval:

Current Design:

The GR Recoverable Recovery Accounts are created only for LA County via the GRCAPI Recoverable Batch. In addition, fund codes for General Assistance (Managed) 'GM' and General Assistance/Relief Automated Solution (GR), are currently not GR Recoverable.

Request:

1. Update the GAGR CAPI Recoverable Batch to run for C-IV/CalWIN counties.
2. Update Fund Code Map table for General Assistance/General Relief Automated Solution Fund Codes to have a GR Recoverable Indicator of 'Yes'.
3. Update Fund Code Map table for General Assistance (Managed) Fund Codes to have a GR Recoverable Indicator of 'Yes'.
4. Update Fund Code Map table for Cash Assistance Program for Immigrants (CAPI) to have a GR Recoverable Indicator of 'Yes'.

Recommendation:

1. Update the GAGR CAPI Recoverable Batch to run for C-IV/CalWIN counties.
2. Update Fund Code Map table for General Assistance/General Relief Automated Solution Fund Codes to have a GR Recoverable Indicator of 'Yes'.
3. Update Fund Code Map table for General Assistance (Managed) Fund Codes to have a GR Recoverable Indicator of 'Yes'.
4. Update Fund Code Map table for Cash Assistance Program for Immigrants (CAPI) to have a GR Recoverable Indicator of 'Yes'.

Outreach

Description:

N/A

Alternative

N/A

Procedure

Description:

Operational Impact:

Estimate: **544**

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 :	324
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 :	170	Security :	0
Tech ForgeRock :	0	Tech Ops :	0	Tech Arch :	0
				Training :	0

Translation :	0
Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	<div>2. Estimate Change: Before: Fiscal: 324 ST: 170 Unallocated: 50 After: Fiscal: $324 + 48 = 372$ ST: $170 + 20 = 190$ Unallocated: $50 + 5 = 55$</div> <div>3. Release Change: Before: After:</div> <div>4. Funding Source Change: Before: After:</div>
Content Revision Status-2:	
Content Revision Description-2:	<div>1. Recommendation Change: Before: After:</div> <div>2. Estimate Change: Before: After:</div> <div>3. Release Change: Before: After:</div> <div>4. Funding Source Change: Before: After:</div>
Content Revision Status-3:	
Content Revision Description-3:	<div>1. Recommendation Change: Before: After:</div> <div>2. Estimate Change: Before: After:</div> <div>3. Release Change: Before: After:</div> <div>4. Funding Source Change: Before: After:</div>
Content Revision Status-4:	
Content Revision Description-4:	<div>1. Recommendation Change: Before: After:</div> <div>2. Estimate Change:</div>

Before:

After:

3. Release Change:

Before:

After:

4. Funding Source Change:

Before:

After:



[CA-253155] Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 4)

Team Responsible:	Client Correspondence	Assignee:	Priya Sridharan	SPG Status:	Approved
Fix Version/s:	[23.06]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Operational Enhancement
Minor Version:	23.06.xx	Expedite Changes:	No	Estimate:	50
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	11/29/2022 10:43 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	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 1/31/2023				
Expedite Approval:					
Current Design:	CalSAWs database tables relating to GA/GR Automated Solution program correspondence are out of sync for with the GA/GR correspondence service data for Wave 4 counties.				
Request:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-302)				
Recommendation:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-302)				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	50				
Automated Test :	0	Batch/Interfaces :	20	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 :	30	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:	Pending SCRB				
Content Revision Description-1:	1. Estimate Change: Before: Batch/Interfaces ETC 1: 20 Client Correspondence ETC 1: 0 After: Batch/Interfaces ETC 1: 0 Client Correspondence ETC 1: 20				

**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-253156] Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 5)

Team Responsible:	Client Correspondence	Assignee:	Priya Sridharan	SPG Status:	Approved
Fix Version/s:	[23.07]	Designer Contact:	Tiffany Huckaby	Change Type (SCR):	Operational Enhancement
Minor Version:	23.08.xx	Expedite Changes:	No	Estimate:	50
Reporter:	Richard J. Weeks	Regulation Reference:		Created:	11/29/2022 10:45 AM
Status:	Approved	Impact Analysis:	[N/A]	Outreach Required:	No
Policy/Design Consortium Contact:	Caroline Bui	Training Impacted:		Funding Source:	CalSAWS M&E
Project Phase (SCR):	Production	Committee:	[GA/GR]	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 1/31/2023.				
Expedite Approval:					
Current Design:	CalSAWs database tables relating to GA/GR Automated Solution program correspondence are out of sync for with the GA/GR correspondence service data for Wave 5 counties.				
Request:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-303)				
Recommendation:	Validate the one time automated synchronization to align the two data sets. (implemented with GAGR-303)				
Outreach Description:					
Alternative Procedure Description:	N/A.				
Operational Impact:					
Estimate:	50				
Automated Test :	0	Batch/Interfaces :	20	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 :	30	Tech Arch :	0
Tech ForgeRock :	0	Tech Ops :	0	Training :	0
Translation :	0				
Content Revision Status-1:	Pending SCRB				
Content Revision Description-1:	1. Estimate Change: Before: Batch/Interfaces ETC 1: 20 Client Correspondence ETC 1: 0 After: Batch/Interfaces ETC 1: 0 Client Correspondence ETC 1: 20				

**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